

**United Kingdom-Lisburn: Business services: law, marketing, consulting, recruitment, printing and security**

OJ S 240/2020 09/12/2020

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Lisburn and Castlereagh Council

Postal address: Lagan Valley Island

Town: Lisburn

NUTS code: UK United Kingdom

Postal code: BT27 4RL

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Belfast City Council

Postal address: Belfast City hall

Town: Belfast

NUTS code: UK United Kingdom

Postal code: BT1 5GS

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Mid Ulster District Council

Postal address: Dungannon Office Circular Road

Town: Dungannon

NUTS code: UK United Kingdom

Postal code: BT71 6DT

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Mid and East Antrim Borough Council

Postal address: The Braid 1-29 Bridge Street

Town: Ballymena  
NUTS code: UK United Kingdom  
Postal code: BT43 5EJ  
Country: United Kingdom  
E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)  
**Internet address(es):**  
Main address: <https://etendersni.gov.uk/epps>  
Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Lisburn and Castlereagh City Council  
Postal address: Island Civic Centre Lagan Valley Island The Island  
Town: Lisburn  
NUTS code: UK United Kingdom  
Postal code: BT27 4RL  
Country: United Kingdom  
E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)  
**Internet address(es):**  
Main address: <https://etendersni.gov.uk/epps>  
Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Antrim and Newtownabbey Borough Council  
Postal address: Antrim Civic Centre 50 Stiles Way  
Town: Antrim  
NUTS code: UK United Kingdom  
Postal code: BT41 2UB  
Country: United Kingdom  
E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)  
**Internet address(es):**  
Main address: <https://etendersni.gov.uk/epps>  
Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Armagh City Banbridge and Craigavon Borough Council  
Postal address: Craigavon Civic and Conference Centre PO Box 66 Lakeview Road  
Town: Craigavon  
NUTS code: UK United Kingdom  
Postal code: BT64 1AL  
Country: United Kingdom  
E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)  
**Internet address(es):**  
Main address: <https://etendersni.gov.uk/epps>  
Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Ards and North Down Borough Council  
Postal address: Town Hall, The Castle  
Town: Bangor  
NUTS code: UK United Kingdom  
Postal code: BT20 4BT

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Internet address(es):**

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Causeway Coast and Glens Borough Council

Postal address: Civic Headquarters Cloonavin 66 Portstewart Road

Town: Coleraine

NUTS code: UK United Kingdom

Postal code: BT52 1EY

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Internet address(es):**

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Derry City and Strabane District Council

Postal address: Council Offices, 98 Strand Road

Town: Derry

NUTS code: UK United Kingdom

Postal code: BT48 7NN

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Internet address(es):**

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Fermanagh and Omagh District Council

Postal address: The Townhall 2 Townhall Street

Town: Enniskillen

NUTS code: UK United Kingdom

Postal code: BT74 7BA

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Internet address(es):**

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

**I.1. Name and addresses**

Official name: Newry Mourne and Down District Council

Postal address: District Council Offices O'Hagan House Monaghan Row

Town: Newry

NUTS code: UK United Kingdom

Postal code: BT35 8DJ

Country: United Kingdom

E-mail: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Internet address(es):**

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

## **I.2. Information about joint procurement**

The contract involves joint procurement

## **I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendersni.gov.uk/epps>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

## **I.4. Type of the contracting authority**

Body governed by public law

## **I.5. Main activity**

General public services

## **Section II: Object**

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### **II.1. Scope of the procurement**

#### **II.1.1. Title**

ID 3170614 DfE — Enquiry Handling Service for the Go For It Programme

Reference number: ID 3170614

#### **II.1.2. Main CPV code**

79000000 Business services: law, marketing, consulting, recruitment, printing and security

#### **II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a contractor to deliver an enquiry handling service to support the go for it programme. The primary aim of the enquiry handling service is to facilitate the projected 5 701 enquiries annually.

#### **II.1.5. Estimated total value**

Value excluding VAT: 255 200,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

79512000 Call centre, 79510000 Telephone-answering services, 64000000 Postal and telecommunications services, 32000000 Radio, television, communication, telecommunication and related equipment

#### **II.2.3. Place of performance**

NUTS code: UKN Northern Ireland

#### **II.2.4. Description of the procurement**

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a contractor to deliver an enquiry handling service to support the go for it programme. The primary aim of the enquiry handling service is to facilitate the projected 5 701 enquiries annually.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 255 200,00 GBP

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: yes

Identification of the project: Enquiry handling service for the go for it programme. Council has successfully sought ERDF funding. This has been agreed via InvestNI to run for 24 months starting 1 April 2021. It will not extend beyond 31 March 2023.

**II.2.14. Additional information**

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation**

**III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

**IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**IV.2. Administrative information**

**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/01/2021 Local time: 15:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.2.4. Languages in which tenders or requests to participate may be submitted**  
English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**  
Tender must be valid until: 15/04/2021

**IV.2.7. Conditions for opening of tenders**  
Date: 15/01/2021 Local time: 15:30

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

The successful contractor's performance on this contract will be managed as per the specification and regularly monitored (see Procurement Guidance Note 01/12 — Contract Management — procedures and principles). Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a notice of unsatisfactory performance and this contract may be terminated. A central register of such notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of a notice of unsatisfactory performance will be required to declare this in future tender submissions for a period of 3 years from the date of issue of the notice. It may also result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The UK does not have any special review body with responsibility for appeal /mediation procedures in public procurement competitions. Any challenges are dealt with by the High Court Commercial Division to which proceedings may be issued regarding alleged breaches of the Public Contracts Regulations.

Town: Belfast

Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

CPD will comply with the Public Contracts Regulations 2015 and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision.

**VI.5.**

**Date of dispatch of this notice**

04/12/2020