

UK-Newport: call centre

2009/S 6-007358

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S):

Newport City Council, Newport City Council, IS&C, Civic Centre, Attn: Marc Penny, UK-Newport NP20 4UR .
Tel. +44 1633232533. E-mail: marc.penny@newport.gov.uk.

Further information can be obtained at: As in above-mentioned contact point(s).

Tenders or requests to participate must be sent to: As in above-mentioned contact point(s).

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES:

Regional or local authority.

General public services.

The contracting authority is purchasing on behalf of other contracting authorities: no.

SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

II.1.1) Title attributed to the contract by the contracting authority:

Support Service for Call Centre Telephony System and Supporting Software (IS 2008/10).

II.1.2) Type of contract and location of works, place of delivery or of performance:

Services.

Service category: No 5.

NUTS code: UKL21.

II.1.3) The notice involves:

A public contract.

II.1.4) Information on framework agreement:

II.1.5) Short description of the contract or purchase(s):

Expressions of interest are invited from suitably qualified suppliers who wish to tender for the provision of 1st and 2nd tier support services for the following IT systems:

- Avaya Definity G3 Si v.11 (inc Audix Voicemail).

- Avaya Definity CMS v.11.

- CT Connect.

- Openwave Workforce Management Software 5.4.3.

- Witness eQuality Balance 7.8.1.

The above IT systems underpin and support Newport City Council corporate Contact Centre. The Contact Centre has approximately 50 FTE and deals with circa 12 000 calls per week. We pride ourselves on providing a high quality and high availability service to the citizens of Newport and as such any associated support agreements must help us to achieve and maintain the current high levels of service.

Interested organisations should apply by email or in writing to the address below. A Pre-Qualifying Questionnaire will be issued for return by Monday 9.2.2009.

II.1.6) **Common procurement vocabulary (CPV):**
79512000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**
No.

II.1.8) **Division into lots:**
No.

II.1.9) **Variants will be accepted:**
No.

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

II.2.1) **Total quantity or scope:**

Provision of 1st and 2nd tier support services for the following IT systems for a 3 year contract with the option of a 1 year extension:

- Avaya Definity G3 Si v.11 (inc Audix Voicemail).
- Avaya Definity CMS v.11.
- CT Connect.
- Openwave Workforce Management Software 5.4.3.
- Witness eQuality Balance 7.8.1.

II.2.2) **Options:**
No.

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION:**
Starting: 1.6.2009. Completion: 30.4.2011.

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) **CONDITIONS RELATING TO THE CONTRACT**

III.1.1) **Deposits and guarantees required:**

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

III.2) **CONDITIONS FOR PARTICIPATION**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:**

Information and formalities necessary for evaluating if requirements are met: (a) is bankrupt or is being wound up, whose affairs are being administered by the courts, who has entered into an arrangement with creditors or who is in any analogous situation arising from a similar procedure under national laws and regulations; (b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding-up or administration by the courts or for an arrangement with creditors or is the subject of any other similar proceeding under national laws or regulations; (c) has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata; (d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify; (e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or those of the country of the contracting authority;

- (f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or those of the country of the contracting authority;
- (g) is guilty of serious misrepresentation in supplying the information required under the provisions of the Directive on the criteria for qualitative selection;

III.2.2) **Economic and financial capacity:**

- Information and formalities necessary for evaluating if requirements are met: (a) bank statement and/or evidence of professional risk indemnity insurance;
- (b) balance sheets or extracts of balance sheets;
 - (c) statement of turnover for a maximum of the last three years.

III.2.3) **Technical capacity:**

- Information and formalities necessary for evaluating if requirements are met: (c) an indication of technicians or technical bodies involved;
- (d) a description of technical facilities and measures used to ensure quality;
 - (e) educational and professional qualifications of the supplier and staff responsible for performing the contract;
 - (g) a statement of average annual manpower and number of staff in the last 3 years;
 - (i) details of any intended sub-contracting arrangements;

III.2.4) **Reserved contracts:**

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

SECTION IV: PROCEDURE

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure:**

Restricted.

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate:**

- Envisaged minimum number: 3. Maximum number: 5
- Objective criteria for choosing the limited number of candidates: Financial Vetting.
- Company Equal Opportunity and Health and Safety Information.
- References.
- Insurances.
- Technical Capability and Capacity.

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue:**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes.

IV.2) **AWARD CRITERIA**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document.

IV.2.2) **An electronic auction will be used:**

No.

IV.3) ADMINISTRATIVE INFORMATION

- IV.3.1) File reference number attributed by the contracting authority:**
IS 2008/10.
- IV.3.2) Previous publication(s) concerning the same contract:**
No.
- IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document:**
Time limit for receipt of requests for documents or for accessing documents: 30.1.2009 - 12:00.
Payable documents: no.
- IV.3.4) Time-limit for receipt of tenders or requests to participate:**
9.2.2009 - 12:00.
- IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates:**
25.2.2009.
- IV.3.6) Language(s) in which tenders or requests to participate may be drawn up:**
English.
- IV.3.7) Minimum time frame during which the tenderer must maintain the tender:**
- IV.3.8) Conditions for opening tenders:**
Date: 7.4.2009.
Persons authorised to be present at the opening of tenders: no.

SECTION VI: COMPLEMENTARY INFORMATION

- VI.1) THIS IS A RECURRENT PROCUREMENT:**
No.
- VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS:**
No.
- VI.3) ADDITIONAL INFORMATION:**
Buy4Wales Reference Number: 15559.
- VI.4) PROCEDURES FOR APPEAL**
- VI.4.1) Body responsible for appeal procedures:**
- VI.4.2) Lodging of appeals:**
- VI.4.3) Service from which information about the lodging of appeals may be obtained:**
- VI.5) DATE OF DISPATCH OF THIS NOTICE:**
8.1.2009.