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**United Kingdom-London: Call centre  
2015/S 191-346379**

**Contract notice – utilities**

**Services**

Directive 2004/17/EC

**Section I: Contracting entity**

**I.1) Name, addresses and contact point(s)**

First Rail Holdings Limited  
50 Eastbourne Terrace, Paddington  
For the attention of: Kevin Bartlett  
W2 6LG London  
UNITED KINGDOM  
E-mail: [kevin.bartlett@gwr.com](mailto:kevin.bartlett@gwr.com)

**Internet address(es):**

General address of the contracting entity: [www.firstgroupplc.com](http://www.firstgroupplc.com)

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Main activity**

Railway services

**I.3) Contract award on behalf of other contracting entities**

The contracting entity is purchasing on behalf of other contracting entities: yes  
First Greater Western Limited  
Milford House, 1 Milford St  
SN1 1HL Swindon  
UNITED KINGDOM

**Section II: Object of the contract**

**II.1) Description**

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

The Provision of a Contact Centre Service.

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

Services  
Service category No 5: Telecommunications services  
NUTS code UK

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves a public contract

**II.1.4) Information on framework agreement**

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

The provision of a contact centre service.

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

79512000, 79342300

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) **Information about lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

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

In addition to purchasing on behalf of the Contract Entity detailed at Annex A it is also anticipated that there may be contracts placed for other train operating companies that may be operated by the contracting entity.

Estimated value excluding VAT

Range: between 12 000 000 and 20 000 000 GBP

II.2.2) **Information about options**

Options: yes

Description of these options: Options will be included for the potential extension of contract duration.

II.2.3) **Information about renewals**

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion**

Duration in months: 48 (from the award of the contract)

**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 governing 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:**

The performance of the contract is subject to particular conditions: no

III.2) **Conditions for participation**

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

III.2.2) **Economic and financial ability**

III.2.3) **Technical capacity**

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

#### **Section IV: Procedure**

##### **IV.1) Type of procedure**

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

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

##### **IV.2) Award criteria**

###### **IV.2.1) Award criteria**

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

###### **IV.2.2) Information about electronic auction**

An electronic auction will be used: no

##### **IV.3) Administrative information**

###### **IV.3.1) File reference number attributed by the contracting entity:**

###### **IV.3.2) Previous publication(s) concerning the same contract**

no

###### **IV.3.3) Conditions for obtaining specifications and additional documents**

Payable documents: no

###### **IV.3.4) Time limit for receipt of tenders or requests to participate**

19.10.2015 - 12:00

###### **IV.3.5) Language(s) in which tenders or requests to participate may be drawn up**

###### **IV.3.6) Minimum time frame during which the tenderer must maintain the tender**

###### **IV.3.7) Conditions for opening of tenders**

Persons authorised to be present at the opening of tenders: no

#### **Section VI: Complementary information**

##### **VI.1) Information about recurrence**

This is a recurrent procurement: no

##### **VI.2) Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

##### **VI.3) Additional information:**

##### **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:**

29.9.2015