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Tender

Quality Assurance and Speech Analytics - PP1015

Orbit Group Limited

F02: Contract notice

Notice identifier: 2021/S 000-000172

Procurement identifier (OCID): ocds-h6vhtk-0287f2

Published 6 January 2021, 10:02am

Section I: Contracting authority

I.1) Name and addresses

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

Contact

Mrs Julie Mepham

Email

group.tenders@orbit.org.uk

Telephone

+44 2476438000

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://procontract.due-north.com>

Buyer's address

<https://www.orbit.org.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=04b203c5-8a4e-eb11-8106-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=04b203c5-8a4e-eb11-8106-005056b64545>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Quality Assurance and Speech Analytics - PP1015

Reference number

DN518312

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Orbit have recently transitioned to a new telephony platform, Anywhere365, (API Info) and as part of this transition have moved away from the previous Quality Management System . Quality Management is vital to our business, especially our Contact Centre and as part of this transition we are looking to implement a new solution for this purpose.

We would like to enter into contract with a suitable provider who can implement an automated quality management system across all our calls, emails and live chats.

The contract will be awarded for 24 months with 2x further options to extend for a further 12 months (2+1+1).

Provision of the service is expected to commence April 2021.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

The previous quality management system was manually implemented. Moving to a system that is based on speech and contact monitoring, with artificial intelligence built into it, will enable greater coverage in terms of quality assurance, but also greater insight into our customers' experience. Our requirements are as follows:

- Review of existing customer contacts, system set up, quality assurance and operational approach to ensure best design of system.
- Delivery of A SaaS Quality Management and Interaction analysis with initial licences for 80 users and 10 management staff, that meets identified requirements.
- Standard out of the box lexicon, taxonomy and artificial intelligence foundations for Orbit to build upon. Support Orbit to do this.
- Set up and implementation support.
- Work with Orbit IT and partners to ensure processes and technical infrastructure for enabling access to all associated calls, emails, webchat and required metadata
- Ensure/advise that the 'to be' design is GDPR compliant.
- Assist Orbit with defining of implementation and monitoring metrics.
- With assistance from Orbit, produce documentation required to support the new service(s) in BAU.
- Training delivery for users and super users of the system
- Ensure that existing retention policies regarding data backups remain in force.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

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: Yes

Description of options

The Contract will be awarded for an initial period of two years with an option to extend for a further two years (in annual increments) based on acceptable performance.

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

This procurement procedure is being run on the e-procurement portal 'Pro-Contract' <https://procontract.duenorth.com>. If not already registered on the portal, Suppliers can register for free. You will need to search for the opportunity and register interest to view the documents and submit a response. All queries relating to this opportunity must be raised via the portal's message function.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

8 February 2021

Local time

10:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

8 February 2021

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom