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Tender

Migrant Help Contact Centre Solution

Migrant Help

F02: Contract notice

Notice identifier: 2022/S 000-001155

Procurement identifier (OCID): ocds-h6vhtk-030b1b

Published 14 January 2022, 12:15pm

Section I: Contracting authority

I.1) Name and addresses

Migrant Help

Kemp House, 160 City Road

London

EC1V 2NX

Contact

Hazel Ryan

Email

procurement@migranthelpuk.org

Telephone

+44 7483090577

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

4172880

Internet address(es)

Main address

<https://migranthehelpuk.org>

Buyer's address

<https://www.migranthehelpuk.org>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://delta-esourcing.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://delta-esourcing.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Registered charity and company.

I.5) Main activity

Other activity

Migrant Help is a charity which provides a range of services to support refugees and people seeking asylum in the UK.

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Migrant Help Contact Centre Solution

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Migrant Help is tendering for a new provider to deliver our 24 hour contact centre solution for the UK government's commissioned Advice, Issue Reporting and Eligibility (AIRE) Service, which supports people seeking asylum in the UK. The contact centres currently receives an average of 100,000 inbound calls per month and we expect this number to increase in line with the service it supports.

The contract term will be for a 3 year initial period, with the option to extend for an additional year.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32524000 - Telecommunications system

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Migrant Help is tendering for a new provider to deliver our 24 hour contact centre solution.

Procurement timeline:

- Bidders can express interest and complete the SQ from 14th - 28th January 2022.
- Evaluation process from 29th January to 3rd February 2022.
- Bidders who have been selected to move on to the next stage will be invited to submit a tender between 4th - 18th February 2022.
- Evaluation process runs from 19th - 25th February 2022.
- Successful bidder informed on 25th February 2022.
- Contract signature on 11th March 2022.
- Mobilisation period from 11th March - 31 May 2022.
- Service commencement date - 1st June 2022.

All dates are potentially subject to change.

The contact centres currently receives an average of 100,000 inbound calls per month and we expect this number to increase in line with the service it supports.

The solution must:

- provide the ability to handle and process all inbound calls to the contact centres
- provide dashboards
- provide data visualisation capabilities
- provide detailed reporting and forecasting capabilities
- have the ability to integrate with external services and applications

The solution provider must ensure the solution:

- is fully supported at all times
- meets our security, contractual and process requirements.

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: £1,500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This contract has the option to be renewed every year, by mutual agreement, for an additional period of 1 year.

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: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/C26T4MY3H9>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Bidders should be experienced providers of contact centre solutions and meet the criteria described in the SQ.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Performance requirements will be shared with bidders who successfully complete the SQ.

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: No

IV.2) Administrative information

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

Date

28 January 2022

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

4 February 2022

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Call-centre./C26T4MY3H9>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/C26T4MY3H9>

GO Reference: GO-2022114-PRO-19501080

VI.4) Procedures for review

VI.4.1) Review body

Migrant Help

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London

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procurement@migranthelpuk.org

Country

United Kingdom

Internet address

www.migranthelpuk.org