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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](mailto: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.

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## **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' 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>

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### **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

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## **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

Kemp House, 160 City Road

London

EC1V 2NX

Email

[procurement@migranthelpuk.org](mailto:procurement@migranthelpuk.org)

Country

United Kingdom

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