

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002124-2022>

Contract

## **DoF - Digital NI - Contact Centre Services for Government**

Department of Finance

F03: Contract award notice

Notice identifier: 2022/S 000-002124

Procurement identifier (OCID): ocds-h6vhtk-02927b

Published 25 January 2022, 10:55am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department of Finance

303 Airport Road West

BELFAST

BT3 9ED

#### **Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

DoF - Digital NI - Contact Centre Services for Government

Reference number

3320512

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

DoF is seeking to procure the services of a Supplier to deliver the following services as a minimum; a) Provision of a fully managed Contact Centre solution that can service the current needs and outcomes for Citizens. The Supplier is required to provide the infrastructure, technology, management, and resourcing of the Contact Centre. b) Servicing and management of calls for a 24,7 Flooding Incident Line requirements. c) Servicing and management of calls for Emergency Response requirements. d) Technology solutions deployed in the Contact Centre are to be extendable to back office Satellite Services to enable internal business areas to manage their own contacts and calls. In support of the above requirements, the following also needs to be provided; The Supplier will be required to plan and manage the transition of the services including engagement with the existing Supplier to ensure full Transition is completed no later than the 10th October 2022. The Northern Ireland NI Public Sector requirements for future Contact Centre services, coupled with pressures elsewhere in the NI public sector and the UK Government's recognition of the need to consolidate common service provision, drives the requirement to consolidate Contact Centre Services for potential cost savings across the NI public sector. The scope of the new Contract will be scalable to cover the needs for shared Contact Centre services across the NI public sector. The transition of services will cover the existing service users (referred to Phase 1 organisations) whereas the Phase 2 organisations may opt to use this Contract at a later stage. PHASE 1 organisations are (procured and priced as part of this Procurement) - Northern Ireland Civil Service (NICS) Departments (including the Department of Finance (DoF) as the contracting party on behalf of all organisations), The Executive Office, Department of Agriculture, Environment and Rural Affairs, Department for Communities, Department of Education, Department for the Economy, Department of Finance, Department for Infrastructure, Department of Health, Department of Justice, Public Prosecution Service for NI, Compensation Agency, Driver and Vehicle Agency (DVA), Forensic Science Northern Ireland, Forest Service, Land and Property Services (LPS), Northern Ireland Courts and Tribunals Service (NICTS), Northern Ireland Environment Agency (NIEA), Northern Ireland Prison Service, Northern Ireland Statistics and Research Agency (NISRA), Northern Ireland Legal Services Agency (LSA), Rivers Agency, Youth Justice Agency, Charity Commission for Northern Ireland, Consumer Council for Northern Ireland, Education Authority, Health and Safety Executive for Northern Ireland (HSENI), Northern Ireland Civil Service Pension Board, Northern Ireland Office, Northern Ireland Audit Office (NIAO), Armagh City, Banbridge and Craigavon Borough Council (Planning Services ) and PHASE 2 organisations are (procured and a mechanism for pricing established as part of this Procurement should such organisations ascribe to this contract at a later stage). Other public sector organisations such as those bodies as covered by the Northern Ireland Public Procurement Policy (as listed in the attached document with this competition - Phase 2 Organisations).

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £100,000,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 75100000 - Administration services
- 79511000 - Telephone operator services
- 64200000 - Telecommunications services
- 32522000 - Telecommunications equipment
- 32523000 - Telecommunications facilities
- 32524000 - Telecommunications system
- 66172000 - Financial transaction processing and clearing-house services
- 75130000 - Supporting services for the government
- 79211110 - Payroll management services
- 79342300 - Customer services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79570000 - Mailing-list compilation and mailing services
- 79600000 - Recruitment services
- 79992000 - Reception services

- 79993000 - Building and facilities management services
- 79994000 - Contract administration services
- 79996100 - Records management
- 79999000 - Scanning and invoicing services
- 64100000 - Post and courier services
- 79521000 - Photocopying services
- 72500000 - Computer-related services
- 30200000 - Computer equipment and supplies

### **II.2.3) Place of performance**

NUTS codes

- UKN0 - Northern Ireland

### **II.2.4) Description of the procurement**

DoF is seeking to procure the services of a Supplier to deliver the following services as a minimum; a) Provision of a fully managed Contact Centre solution that can service the current needs and outcomes for Citizens. The Supplier is required to provide the infrastructure, technology, management, and resourcing of the Contact Centre. b) Servicing and management of calls for a 24,7 Flooding Incident Line requirements. c) Servicing and management of calls for Emergency Response requirements. d) Technology solutions deployed in the Contact Centre are to be extendable to back office Satellite Services to enable internal business areas to manage their own contacts and calls. In support of the above requirements, the following also needs to be provided; The Supplier will be required to plan and manage the transition of the services including engagement with the existing Supplier to ensure full Transition is completed no later than the 10th October 2022. The Northern Ireland NI Public Sector requirements for future Contact Centre services, coupled with pressures elsewhere in the NI public sector and the UK Government's recognition of the need to consolidate common service provision, drives the requirement to consolidate Contact Centre Services for potential cost savings across the NI public sector. The scope of the new Contract will be scalable to cover the needs for shared Contact Centre services across the NI public sector. The transition of services will cover the existing service users (referred to Phase 1 organisations) whereas the Phase 2 organisations may opt to use this Contract at a later stage. PHASE 1 organisations are (procured and priced as part of this Procurement) - Northern Ireland Civil Service (NICS) Departments (including the

Department of Finance (DoF) as the contracting party on behalf of all organisations), The Executive Office, Department of Agriculture, Environment and Rural Affairs, Department for Communities, Department of Education, Department for the Economy, Department of Finance, Department for Infrastructure, Department of Health, Department of Justice, Public Prosecution Service for NI, Compensation Agency, Driver and Vehicle Agency (DVA), Forensic Science Northern Ireland, Forest Service, Land and Property Services (LPS), Northern Ireland Courts and Tribunals Service (NICTS), Northern Ireland Environment Agency (NIEA), Northern Ireland Prison Service, Northern Ireland Statistics and Research Agency (NISRA), Northern Ireland Legal Services Agency (LSA), Rivers Agency, Youth Justice Agency, Charity Commission for Northern Ireland, Consumer Council for Northern Ireland, Education Authority, Health and Safety Executive for Northern Ireland (HSENI), Northern Ireland Civil Service Pension Board, Northern Ireland Office, Northern Ireland Audit Office (NIAO), Armagh City, Banbridge and Craigavon Borough Council (Planning Services ) and PHASE 2 organisations are (procured and a mechanism for pricing established as part of this Procurement should such organisations ascribe to this contract at a later stage). Other public sector organisations such as those bodies as covered by the Northern Ireland Public Procurement Policy (as listed in the attached document with this competition - Phase 2 Organisations).

## **II.2.5) Award criteria**

Quality criterion - Name: AC1a Approach to implementation to include transition / Weighting: 7.875

Quality criterion - Name: AC1b Details of the roles required to deliver the implementation and assurances for how these roles will be made available, with appropriately experienced staff, for the planned transition period. / Weighting: 2.625

Quality criterion - Name: AC2a. Core Contact Centre and Satellite Services requirements / Weighting: 8.82

Quality criterion - Name: AC2b. Flooding Incident Line FIL / Weighting: 3.675

Quality criterion - Name: AC2c. Emergency Response Line ERL / Weighting: 2.205

Quality criterion - Name: AC3 Technology / Weighting: 7

Quality criterion - Name: AC4 Service Quality / Weighting: 7

Quality criterion - Name: AC5a Scenario 1 – Planned Seasonal Variation / Weighting: 2.8

Quality criterion - Name: AC5b Scenario 2 – Unplanned Increase in Contract Volumes / Weighting: 2.1

Quality criterion - Name: AC5c Scenario 3 – Change at Short Notice / Weighting: 2.1

Quality criterion - Name: AC6a Channel Shift Requirements / Weighting: 6.65

Quality criterion - Name: AC6b Continuous Improvement and Innovation / Weighting: 6.65

Quality criterion - Name: AC7 Social Value / Weighting: 10.5

Cost criterion - Name: AC8 NPV of the Total Cost of the Services / Weighting: 21

Cost criterion - Name: AC9 Impact of Sensitivity Testing / Weighting: 3

Cost criterion - Name: AC10 - Pricing for Supplier Personnel Rate Card - Onboarding of New Services / Weighting: 3

### **II.2.11) Information about options**

Options: Yes

Description of options

To allow for a sufficient return of investment, 7 years is considered an appropriate Contract duration. There will be an opportunity to extend the contract for an additional 2 years. Therefore, the potential maximum contract length is 9 years 7 years initial period and a potential 2 year extension.

### **II.2.13) Information about European Union Funds**

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

---

## **Section IV. Procedure**

### **IV.1) Description**

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

Competitive procedure with negotiation

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-002836](#)



---

## **Section V. Award of contract**

### **Contract No**

1

### **Title**

DoF - Digital NI - Contact Centre Services for Government

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 January 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

SERCO LTD

SERCO HOUSE

HOOK

RG27 9UY

Email

[enquiries@emergencyplanningcollege4.com](mailto:enquiries@emergencyplanningcollege4.com)

Telephone

+44 01256745900

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £100,000,000

Total value of the contract/lot: £100,000,000

---

## **Section VI. Complementary information**

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

The figure indicated in V2.4 represents the maximum contract value £100m. This is a maximum figure that reflects the potential scale of the contract and takes into account such changes to the scope/and or scale which may result from future operational requirements.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of PCR 2015 as amended

N/A

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

CPD complied with the Public Contracts Regulations 2015 (as amended) and incorporated a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract was communicated to tenderers.. That notification provided full information on the award decision. This provided time for the unsuccessful tenderers to challenge the award decision before the contract was entered into.