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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

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

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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: <u>2021/S 000-002836</u>

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 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.