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Not applicable

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

Department of Finance DoF

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-003130

Procurement identifier (OCID): ocds-h6vhtk-0293a1

Published 16 February 2021, 5:16pm

### **Section I: Contracting authority/entity**

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

Department of Finance DoF

303 Airport Road West

BELFAST

BT3 9ED

#### **Contact**

Tony.Harveyfinance-ni.gov.uk

#### **Email**

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#### **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>

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**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).

## **Section VII. Changes**

### **VII.1.2) Text to be corrected in the original notice**

Section number

II.2.11)

Place of text to be modified

Description of Options

Read

Text

£100m is the estimated value of the contract over the 9 year period.

The Contract will also include an implementation period from the Contract Award Date. The 7 year initial contract period will commence upon the Planned Full Implementation Date, which will be on or before 10 October 2022.