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Tender

Services Agreement related to the Provision of an Out of Hours Contact Centre and RPaaS

Rochdale Metropolitan Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-004557

Procurement identifier (OCID): ocds-h6vhtk-03a5a4

Published 14 February 2023, 3:57pm

Section I: Contracting authority

I.1) Name and addresses

Rochdale Metropolitan Borough Council

Number 1 Riverside, Smith Street

Rochdale

OL16 1XU

Contact

Mr Philip Stephens

Email

philip.stephens@star-procurement.gov.uk

Telephone

+44 1619121616

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<http://www.rochdale.gov.uk/>

Buyer's address

<http://www.rochdale.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.the-chest.org.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.the-chest.org.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Services Agreement related to the Provision of an Out of Hours Contact Centre and RPaaS

Reference number

DN653330

II.1.2) Main CPV code

- 79500000 - Office-support services

II.1.3) Type of contract

Services

II.1.4) Short description

SERVICES AGREEMENT RELATED TO PROVISION OF OUT OF HOURS CONTACT CENTRE AND RPaaS

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

To provide Out of Hours (OOH) call handling service from our OOH hub in Rochdale

Proposal includes the following services;

- Fully managed OOH service covering the existing opening hours of 4.30pm-

- 9am Monday to Thursday, 4.30pm Friday to 9am Monday on weekends and
- all Bank Holidays 24hr
- All systems and licenses relevant to the delivery of the service
- Automated Management information
- Monthly service review meetings
- KPIs as per the current contract

Resource and Planning

- Forecasting and Planning
- Long term capacity Planning
- Short term Planning
- Performance Analysis
- Scheduling
- Holiday Management
- WFM Administration
- Intraday Performance Management
- Reporting

II.2.5) Award criteria

Quality criterion - Name: Social Value / Weighting: 30

Quality criterion - Name: Quality / Weighting: 30

Price - Weighting: 40

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

Duration in months

36

This contract is subject to renewal

No

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

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

17 March 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

17 March 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

STAR Procurement

Sale

Country

United Kingdom