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Tender

SC230157 - Contact Centre Services

Kent County Council

F02: Contract notice

Notice identifier: 2025/S 000-005317

Procurement identifier (OCID): ocds-h6vhtk-04e286

Published 17 February 2025, 11:01am

Section I: Contracting authority

I.1) Name and addresses

Kent County Council

County Hall

Maidstone

ME14 1XQ

Contact

Mrs Kelly Roberts

Email

kelly.roberts@kent.gov.uk

Telephone

+44 3000416617

Country

United Kingdom

Region code

UKJ4 - Kent

Internet address(es)

Main address

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

Buyer's address

<http://www.kentbusinessportal.org.uk>

I.3) Communication

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

<http://www.kentbusinessportal.org.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.kentbusinessportal.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

SC230157 - Contact Centre Services

Reference number

DN763612

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Kent County Council are seeking a supplier to provide contact centre services to the residents of Kent to commence April 2026. We are seeking a supplier that will deliver a high quality, value for money and efficient service to the residents of Kent.

They key outcomes from this contract will be:

- 24 hours, 7 days a week service provision (essential provision only Out of Hours)
- To be the key telephony service for KCC's customer contacts.
- First time resolution where possible.
- Emergency calls to be answered as a priority
- All contact types to have an answer rate mechanism and target (to be agreed)
- Key Performance Indicators to be measured.
- A high-quality service which will be measured against a quality framework and relevant targets.

- Year on year reduction of non-emergency calls and emails
- A contact centre that supports customers in the best interests of the public, harnessing technology to enable them to self-serve or reach

their outcome in the quickest possible way.

All Expressions of Interest must be registered via the Kent Business Portal <https://www.kentbusinessportal.org.uk/> and all interested candidates must submit a Selection Questionnaire via the Kent Business Portal by noon 19th March 2024.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

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We are seeking a supplier that will deliver a high quality, value for money and efficient service to the residents of Kent.

The key outcomes from this contract will be:

- 24 hours, 7 days a week service provision (essential provision only Out of Hours)
- To be the key telephony service for KCC's customer contacts.
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- All contact types to have an answer rate mechanism and target (to be agreed)
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- A high-quality service which will be measured against a quality framework and relevant targets.
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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 April 2026

This contract is subject to renewal

Yes

Description of renewals

Initial term of the contract will be for 4 years with the potential to extend for up to 3 years.

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

Competitive procedure with negotiation

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

19 March 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Kent County Council

County Hall, Sessions House

Maidstone

ME14 1XQ

Country

United Kingdom