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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](mailto: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

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**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**

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)
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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.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

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## **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

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## **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