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Tender

## **London Borough of Lambeth Repairs Call Centre Solution Contract**

London Borough of Lambeth

F02: Contract notice

Notice identifier: 2022/S 000-006549

Procurement identifier (OCID): ocds-h6vhtk-03202f

Published 10 March 2022, 10:09am

### **Section I: Contracting authority**

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

London Borough of Lambeth

Town Hall, Brixton Hill

London

SW2 1RW

#### **Contact**

Matthew Gunn

#### **Email**

[mgunn@lambeth.gov.uk](mailto:mgunn@lambeth.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI45 - Lambeth

**National registration number**

n/a

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/18>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=44022&B=LBLAMBETH](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=44022&B=LBLAMBETH)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=44022&B=LBLAMBETH](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=44022&B=LBLAMBETH)

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

London Borough of Lambeth Repairs Call Centre Solution Contract

Reference number

Call Centre Solution

### **II.1.2) Main CPV code**

- 79512000 - Call centre

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The London Borough of Lambeth is seeking to procure a strategic partner to deliver a 'Specialist Repairs Call Centre Service', including providing urgent and an out of hours service for specialist repairs, emergencies and homelessness housing support advice.

The procurement process is expected to take place over the next 9-12 months and is planned to follow the competitive procedure with negotiation process.

This new service will align with the Council's objectives and vision, ensuring the best customer experience possible. The contract is expected to be for an initial term of 3 years with 2 options to extend by a further year each (3 + 1 + 1). The form of contract is expected to be a bespoke consultants' appointment, incorporating standard council conditions.

### **II.1.5) Estimated total value**

Value excluding VAT: £6,963,790

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 45000000 - Construction work

- 45215210 - Construction work for subsidised residential accommodation
- 45215214 - Residential homes construction work
- 50000000 - Repair and maintenance services
- 50700000 - Repair and maintenance services of building installations
- 64210000 - Telephone and data transmission services
- 70331000 - Residential property services
- 71500000 - Construction-related services
- 79342300 - Customer services
- 79342320 - Customer-care services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services

### **II.2.3) Place of performance**

NUTS codes

- UKI45 - Lambeth

### **II.2.4) Description of the procurement**

The London Borough of Lambeth (Council) is seeking to procure a strategic partner to deliver a 'Specialist Repairs Call Centre Service', including providing urgent and an out of hours service for specialist repairs, emergencies and homelessness housing support advice.

This new service will align with the objectives and visions of the Customer Experience Strategy (2021) and Lambeth's Digital Strategy (2021), ensuring the best customer experience possible. The procurement process is expected to take place over the next 9 -12 months and is planned to follow the competitive procedure with negotiation process.

The company appointed is likely to have expertise including, but not limited, to the following:

- Repairs and maintenance in a local authority housing setting;
- Usage of automation and AI (Artificial Intelligence) technology; and
- Delivery of exceptional customer service.

The aim of this procurement is to procure a solution that will deliver the following outcomes:

- Delivers excellent customer experience from an end-to-end customer journey without failure demand and avoidable contact, delivering timely outcomes and right first-time resolution;
- High quality service offering delivered by knowledgeable and skilled agents;
- Be accessible and inclusive to all residents in the London Borough of Lambeth;
- Partnership between the service provider, the council, its repairs and maintenance partners and residents;
- Increasing effective customer self-service through a strong digital customer service offer;
- Effective resourcing for demand to achieve consistently high performance for all services and customers;
- Optimal use of online diagnostics, triage, chat bots and AI;
- Tracking and management of the root cause of cost and demand;
- Efficiencies through continuous improvement;
- Delivery of high-quality data and insight about customers and their experience to support continuous improvement of customer services and Council services more broadly, making best use of the latest analytics tools and techniques;
- Integration with other access channels to ensure there is omnichannel coherence and consistency;
- A flexible and futureproofed service, with the ability to scale and take advantage of advances in technology and rapidly respond to meet new community needs and Council requirements as they arise; and
- Social value for the place and people of Lambeth.

This new service will align with the Council's objectives and vision, ensuring the best customer experience possible. The contract is expected to be for an initial term of 3 years with 2 options to extend by a further year each (3 + 1 + 1). The form of contract is expected to be a bespoke consultants' appointment, incorporating standard Council conditions.

### **II.2.5) Award criteria**

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

### **II.2.6) Estimated value**

Value excluding VAT: £6,963,790

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract will be for 3 years with the option to renew, as set out in contract terms, of 2 possible extensions of 1 year each. The option to extend is at the Council's discretion.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 3 years with the option, as set out in contract terms, of 2 possible extensions of 1 year each. The option to extend is at the Council's discretion.

### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please refer to the procurement documents.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

12 April 2022

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

4 May 2022

#### **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**

The Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

The Royal Court of Justice

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

In accordance with Regulations 92 to 104 of the Public Contracts Regulations 2015 (as amended), the authority will incorporate a minimum 10 calendar day standstill period starting from the date when the contract award was notified to bidders. Unsuccessful bidders will be provided with information in the 'Award Decision Notice' at the start of the standstill period including details of their bid in relation to the winning bid comprising the reasons for the decision, the characteristics and relative advantages of the successful tender, the scores of the economic operators and the name of the economic operator to

be awarded the contract. Tenderers have a right of appeal provided for within the Public Contracts Regulations 2015 (as amended). Any such proceedings must be brought in the High Court of England and Wales.

**VI.4.4) Service from which information about the review procedure may be obtained**

Cabinet Office

70 Whitehall

London

SW1 2AS

Country

United Kingdom