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Contract

Quality Assurance and Speech Analytics - PP1015

Orbit Group Limited

F03: Contract award notice

Notice identifier: 2021/S 000-007421

Procurement identifier (OCID): ocids-h6vhtk-02a46e

Published 9 April 2021, 3:29pm

Section I: Contracting authority

I.1) Name and addresses

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

Email

group.tenders@orbit.org.uk

Telephone

+44 2476438000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://procontract.due-north.com>

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Quality Assurance and Speech Analytics - PP1015

Reference number

DN518312

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Orbit have recently transitioned to a new telephony platform, Anywhere365, (API Info) and

as part of this transition have moved away from the previous Quality Management System .

Quality Management is vital to our business, especially our Contact Centre and as part of this

transition we are looking to implement a new solution for this purpose.

We would like to enter into contract with a suitable provider who can implement an automated quality management system across all our calls, emails and live chats.

The contract will be awarded for 24 months with 2x further options to extend for a further 12

months (2+1+1).

Provision of the service is expected to commence April 2021.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 71700000 - Monitoring and control services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The previous quality management system was manually implemented. Moving to a system

that is based on speech and contact monitoring, with artificial intelligence built into it, will enable greater coverage in terms of quality assurance, but also greater insight into our

customers' experience.

Our requirements are as follows:

- Review of existing customer contacts, system set up, quality assurance and operational approach to ensure best design of system.
- Delivery of A SaaS Quality Management and Interaction analysis with initial licences for 80 users and 10 management staff, that meets identified requirements.
- Standard out of the box lexicon, taxonomy and artificial intelligence foundations for Orbit to build upon. Support Orbit to do this.
- Set up and implementation support.
- Work with Orbit IT and partners to ensure processes and technical infrastructure for enabling access to all associated calls, emails, webchat and required metadata
- Ensure/advise that the 'to be' design is GDPR compliant.
- Assist Orbit with defining of implementation and monitoring metrics.
- With assistance from Orbit, produce documentation required to support the new service(s) in BAU.
- Training delivery for users and super users of the system
- Ensure that existing retention policies regarding data backups remain in force.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 001-000172](#)

Section V. Award of contract

Contract No

Quality Assurance and Speech Analytics - PP1015

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

In March 2021, we completed a review of internal business and project resources for 2021-22. Considering some emerging and changing business priorities and increased capacity challenges with internal delivery resources, it has been decided to put the Quality Assurance and Speech Analytics project on hold. The implementation of the system and business capability remains and business ambition. However, considering the full project portfolio review, it is been put on hold for an initial 6-month period to be reviewed again later in the year.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

Country

United Kingdom

Internet address

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