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Contract

Provision of Telephony and Contact Centre Services

National Association of Citizens Advice Bureaux

F03: Contract award notice

Notice identifier: 2022/S 000-012378

Procurement identifier (OCID): ocds-h6vhtk-02dd23

Published 12 May 2022, 12:33pm

Section I: Contracting authority

I.1) Name and addresses

National Association of Citizens Advice Bureaux

200 Aldersgate

London

EC1A 4HD

Email

duncan.baldwin@citizensadvice.org.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://www.citizensadvice.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA37169

I.4) Type of the contracting authority

Other type

Charity

I.5) Main activity

Other activity

Charity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Telephony and Contact Centre Services

Reference number

CA0001

II.1.2) Main CPV code

- 32412100 - Telecommunications network

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Contracting Authority wishes to receive responses to the Selection Questionnaire from suitably qualified and experienced Telephony and Contact Centre providers with the necessary capacity and capability (or a demonstrable ability to provide the necessary

capacity and capability within the requisite timescale, which is notified to Potential Bidders in the Selection Questionnaire) to provide the range of Services as set out in Appendix A - High-level Requirements.docx, in a safe and effective manner.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £16,335,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32510000 - Wireless telecommunications system

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Contracting Authority has a requirement to replace the current Telephony and Contact Centre and the scope of Services for the Procurement has been developed by the Contracting Authority and can be found in Appendix A - High-level Requirements.

A Competitive Dialogue procedure will be followed for this procurement and will be conducted through the following stages:

Selection Questionnaire (SQ) Stage

Invitation to Participate in Dialogues (ITPD) Stage

Final Submission

Citizens Advice are using the Competitive Dialogue procedure because the type of solution required for the Telephony and Contact Centre services are envisaged as bespoke. Therefore, a number of elements of the service design will need to be discussed with short-listed bidders, hence the use of this procedure.

The key objectives of the service are to provide platforms for advising the public that are:

Interoperable: they will be capable of connecting to our other platforms, such as our CRM solution.

Flexible: we'll be able to change them to meet the changing needs of our clients and services

Scalable: able to grow with us as an organisation

Reliable: providing the consistency we need to deliver a great service

Accessible: all of our users (staff and clients) will be able to use them

Affordable: they'll deliver great value for money

Note that Omnichannel services such as Webchat, SMS, WhatsApp and Video may be invoked during the life of this contract, so the platform must be capable of integrating with these channels, specifically Email.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

Options: up to 24 months extension

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here

<https://www.mytenders.co.uk/>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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 000-021940](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 May 2022

V.2.2) Information about tenders

Number of tenders received: 35

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 32

Number of tenders received by electronic means: 35

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Accenture

30 Fenchurch Street

London

EC3M 3BD

Telephone

+44 7843469516

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £16,335,000

Section VI. Complementary information

VI.3) Additional information

(MT Ref:226272)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>