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Contract

Dispute Support - Enhanced Enquiries Service

Housing Ombudsman

F03: Contract award notice

Notice identifier: 2024/S 000-015097

Procurement identifier (OCID): ocids-h6vhtk-04161a

Published 13 May 2024, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Housing Ombudsman

10 South Colonnade

London

E14 4PU

Contact

Ayo Odufuwa

Email

aodufuwa@housing-ombudsman.org.uk

Telephone

+44 2070468622

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.housing-ombudsman.org.uk

Buyer's address

www.housing-ombudsman.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

Dispute Support - Enhanced Enquiries Service

II.1.2) Main CPV code

- 75112000 - Administrative services for business operations

II.1.3) Type of contract

Services

II.1.4) Short description

The Housing Ombudsman Service will be leveraging this procurement under the Crown Commercial Service - Outsourced Contact Centre and Business Services under the following Lots: Lot 1 – Contact Centre. The Invitation to Tender will be published only to suppliers that have registered under the agreement of the above Lots only.

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: £1,300,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The Housing Ombudsman is seeking a supplier who has provided an enquiries service to

either an Ombudsman or within the regulatory service sector. The successful provider will be expected to cover a call centre and reception function for all incoming contact into the Housing Ombudsman Service. This scope aims to cover a number of Service Lines requirements. The successful providers will be expected to provide a proposal to the Authority covering the following Service Lines: •Telephone contact response including Natural Language Processing (NLP) and signposting to other agencies •Email receipt and management. •Web Form management. •Web chat functions •Postal communications /receipt & document scanning- incoming and outgoing. •Client satisfaction surveys

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 / Weighting: 70

Cost criterion - Name: Criterion 1 / 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: [2023/S 000-032786](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 April 2024

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

HGS UK

Eleventh Floor West, Vantage, Great West Road

Brentford

TW8 9AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

UK

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,300,000

Total value of the contract/lot: £1,300,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=837719240>

GO Reference: GO-2024513-PRO-26024305

VI.4) Procedures for review

VI.4.1) Review body

Housing Ombudsman

10 South Colonnade, Canary Wharf

London

E14 4PU

Country

United Kingdom