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Tender

Out of Hours, Scheduled and Overflow Contact Centre Services

Accent Housing

F01: Prior information notice

Call for competition

Notice identifier: 2023/S 000-015132

Procurement identifier (OCID): ocds-h6vhtk-03c541

Published 26 May 2023, 3:13pm

Section I: Contracting authority

I.1) Name and addresses

Accent Housing

Charlestown House, Acorn Park Industrial Estate, Charlestown

ShIPLEY

BD17 7SW

Contact

Procurement

Email

noreply@accentgroup.org

Telephone

+44 12740654420

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.accentgroup.org>

Buyer's address

<http://www.accentgroup.org>

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Out of Hours, Scheduled and Overflow Contact Centre Services

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

This PIN is to engage with the market only, in preparation for a potential procurement process being undertaken and it is in the early stages of development. The scope of the potential procurement is for high quality Out of Hours, Scheduled and Overflow Contact Centre Services.

Accent Housing Ltd has been providing high quality social housing for rent and sale for 50 years. Our ambition is to be recognised as a market leader for the quality of our homes and the effectiveness of our services. Further information regarding Accent may be accessed by viewing our website www.accentgroup.org

We are seeking expressions of interest from suitably qualified and experienced suppliers to provide high quality Out of Hours, Scheduled and Overflow Contact Centre Services for Accent when its customer contact centre is closed. The supplier will support Accents customers by delivering an exemplary level of customer service and work in partnership with Accent to enable delivery of its corporate strategy. It may also be necessary for the supplier to monitor digital communications such as e-mail, web enquires etc. The supplier will be required to capture and log all information via Accent's internal systems therefore the supplier must have the appropriate ICT hardware and secure internet access.

Accent will only consider Contractors who meet the following minimum requirements:

- 1) Your company must hold ISO 9001 and ISO 27001 accreditations throughout the term of the contract.
- 2) Does your Company meet Accent's financial requirements based on Dun and

Bradstreet Failure Score (formerly called the Financial Stress Score) is ? (Less than) the industry average for your contracting sector at the time of your expression of interest.

Please submit your interest by 17:00pm on the 25th June 2023 via Due North Proactis E-Sourcing Portal.

Accent reserves the right to choose its procurement route to market.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

We are seeking expressions of interest from suitably qualified and experienced suppliers to provide high quality Out of Hours, Scheduled and Overflow Contact Centre Services for Accent when its customer contact centre is closed. The supplier will support Accents customers by delivering an exemplary level of customer service and work in partnership with Accent to enable delivery of its corporate strategy. It may also be necessary for the supplier to monitor digital communications such as e-mail, web enquires etc. The supplier will be required to capture and log all information via Accent's internal systems therefore the supplier must have the appropriate ICT hardware and secure internet access.

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: £200,000

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

1 x 2 years

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

Competitive procedure with negotiation

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 000-012345](#)

IV.2.2) Time limit for receipt of expressions of interest

Date

25 June 2023

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.5) Scheduled date for start of award procedures

31 August 2023

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts Of Justice

London

Country

United Kingdom