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Tender

Northern Ireland Entrepreneurship Support Service (NISS) Enquiry Handling Service

Belfast City Council

F02: Contract notice

Notice identifier: 2023/S 000-016355

Procurement identifier (OCID): ocds-h6vhtk-03d4e5

Published 9 June 2023, 7:40am

Section I: Contracting authority

I.1) Name and addresses

Belfast City Council

9 - 21 Adelaide Street

Belfast

BT2 8DJ

Email

cps@belfastcity.gov.uk

Country

United Kingdom

Region code

UKN06 - Belfast

Internet address(es)

Main address

www.belfastcity.gov.uk

I.3) Communication

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

www.e-sourcingni.bravosolution.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.e-sourcingni.bravosolution.co.uk

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Northern Ireland Entrepreneurship Support Service (NIESS) Enquiry Handling Service

Reference number

T2438

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

The Northern Ireland Enterprise Support Service (NIESS) will provide enterprise support provision across four pillars (Engage, Foundation, Enabling Growth and Accelerated Scaling) for the whole of Northern Ireland. To manage enquiries across each of the pillars an Enquiry Handling Service is required, to direct individuals/entrepreneurs on their 'customer journey.' The service will cover all 11 Councils in Northern Ireland.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79500000 - Office-support services
- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The Northern Ireland Enterprise Support Service (NIESS) will provide enterprise support provision across four pillars (Engage, Foundation, Enabling Growth and Accelerated Scaling) for the whole of Northern Ireland. To manage enquiries across each of the pillars an Enquiry Handling Service is required, to direct individuals/entrepreneurs on their 'customer journey.' The service will cover all 11 Councils in Northern Ireland.

There are significant outcomes expected for the NIESS service. However, it is accepted that the majority of enquiries to the call centre will largely be at the 'Engage' and 'Foundation' stage of the entrepreneurship journey.

Clients will have the opportunity to make initial enquiries via several options:

- Call centre/Tele handling
- Completion of an enquiry form on the new web portal
- Walk in enquiry at a relevant delivery location or Council Office.
- Directly with a preferred supplier delivering services on behalf of councils.

It is anticipated that the primary aim of the Enquiry Handling Service is to facilitate a projected total of 9,000 enquiries annually. It is anticipated that this will be split across inbound calls, outbound calls, and web site enquiries. It is expected that the Enquiry Handling Service will be in place to manage all telephone enquiries to the service.

II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The contract shall be for an initial period of 18 months, with the option to extend for a further two periods of twelve months (subject to Council approval, availability of funding, and satisfactory performance of the Contractor)/

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

The Contract shall be effective from the date of award for an initial period of 18 months (until March 2025). Initial funding has been secured in principle, for the 18 months to March 2025. Future delivery beyond March 2025 will be subject to funding to support the delivery of the service.

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

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: Yes

IV.2) Administrative information

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

Date

10 July 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

10 July 2023

Local time

12:05pm

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

Royal Courts of Justice

Belfast

Country

United Kingdom