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Planning

Call Centre

Forestry England

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-019678

Procurement identifier (OCID): ocids-h6vhtk-02d44d

Published 13 August 2021, 9:14am

Section I: Contracting authority

I.1) Name and addresses

Forestry England

Coldharbour Lane

Bristol

BS16 1EJ

Email

arran.price@forestryengland.uk

Telephone

+44 3000674000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.forestryengland.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

www.delta-esourcing.com

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Forestry

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Call Centre

Reference number

FEE/0844

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Forestry England is looking to procure a call handling and information services which will be provided to Forestry England and Forest Services customers, suppliers and emergency services.

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.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Forestry England is looking to procure a call handling and information services which will be provided to Forestry England and Forest Services customers, suppliers and emergency services. This will include providing answers and information relevant to the enquiry or pass the call onto the relevant person within the organisation all within agreed SLA/KPI's.

We wish to inform the market in advance that a procurement exercise in relation to the above provision may be undertaken and seek expressions of interest from contractors interested in working with us in delivering these requirements.

The services will be required between the hours of 8:30 – 17:00, as well as an out of hours emergency service provision. SLA/KPI reporting and provision of management information will also form part of the required service provision.

There will be no requirement to make the service accessible to people with disabilities or whose first language is not English.

II.2.14) Additional information

This Prior Information Notice (PIN) serves to alert the marketplace to this potential opportunity and Forestry England invites interested prospective contractors to lodge an initial expression of interest in this opportunity by submitting their details electronically, through the Delta eSourcing portal.

II.3) Estimated date of publication of contract notice

13 September 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Bristol:-Call-centre./Z78UXZ89AC>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/Z78UXZ89AC>

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