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Tender

## **ITT for the Provision of Out of Hours, Scheduled and Overflow Contact Centre Services**

Accent Housing Ltd

F02: Contract notice

Notice identifier: 2023/S 000-021048

Procurement identifier (OCID): ocds-h6vhtk-03e416

Published 21 July 2023, 10:09am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Accent Housing Ltd

Charlestown House, Acorn Park Industrial Estate, Charlestown

ShIPLEY

BD17 7SW

#### **Email**

[noreply@AccentGroup.org](mailto:noreply@AccentGroup.org)

#### **Telephone**

+44 1274065

#### **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/Advert/Index?advertId=9b28ae7e-4326-ee11-8123-005056b64545>

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/Advert/Index?advertId=9b28ae7e-4326-ee11-8123-005056b64545>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

ITT for the Provision of Out of Hours, Scheduled and Overflow Contact Centre Services

Reference number

DN679007

#### **II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Working in partnership with Accent and its other agencies to enable delivery of its corporate strategy in an efficient manner, Accent are looking for a single Contractor to deliver high quality comprehensive Out of Hours Contact Center Services. Including but not limited to:

Out of Hours Contact Center Call Handling,

Planned / Scheduled call handling

Overflow Call Handling

The successful Contractor will have an experienced skill set and a proven track record of providing a similar out of hours contact center provision.

A combination of key proposals for service delivery, strong quality offerings, and contract management alongside keen commercial pricing are fundamental parts of this contract, with high expectations of the appointed Contractor's abilities to support and add value to Accent in a tangible and meaningful manner.

Initial contract term is 36 months ( 3 Years) with the option to extend by 1 x 12 months - at Accent's discretion.

Date of Publication: 21st July 2023

Closing Date & Time: 21st August 2023 at 13:00hrs

All correspondence must be via the Proactis eTendering portal:

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

No email correspondence will be responded to.

### **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**

Working in partnership with Accent and its other agencies to enable delivery of its corporate strategy in an efficient manner, Accent are looking for a single Contractor to deliver high quality comprehensive Out of Hours Contact Center Services. Including but not limited to:

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#### **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

36

This contract is subject to renewal

No

#### **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

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

Date

21 August 2023

Local time

1:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

21 August 2023

Local time

1:00pm

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## **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

London

WC2A 2LL

Country

United Kingdom

Internet address

<http://www.accentgroup.org/>