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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): ocids-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

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

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

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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

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/>