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Tender

Provision of Telephony and Contact Centre Services

National Association of Citizens Advice Bureaux

F02: Contract notice

Notice identifier: 2021/S 000-021940

Procurement identifier (OCID): ocds-h6vhtk-02dd23

Published 3 September 2021, 4:55pm

Section I: Contracting authority

I.1) Name and addresses

National Association of Citizens Advice Bureaux

200 Aldersgate

London

EC1A 4HD

Email

duncan.baldwin@citizensadvice.org.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://www.citizensadvice.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA37169

I.3) Communication

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

<https://www.mytenders.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.mytenders.co.uk/>

I.4) Type of the contracting authority

Other type

Charity

I.5) Main activity

Other activity

Charity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Telephony and Contact Centre Services

Reference number

CA0001

II.1.2) Main CPV code

- 32412100 - Telecommunications network

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Contracting Authority wishes to receive responses to the Selection Questionnaire from suitably qualified and experienced Telephony and Contact Centre providers with the necessary capacity and capability (or a demonstrable ability to provide the necessary capacity and capability within the requisite timescale, which is notified to Potential Bidders in the Selection Questionnaire) to provide the range of Services as set out in Appendix A - High-level Requirements.docx, in a safe and effective manner.

II.1.5) Estimated total value

Value excluding VAT: £16,100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32510000 - Wireless telecommunications system

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Contracting Authority has a requirement to replace the current Telephony and Contact Centre and the scope of Services for the Procurement has been developed by the Contracting Authority and can be found in Appendix A - High-level Requirements.

A Competitive Dialogue procedure will be followed for this procurement and will be conducted through the following stages:

Selection Questionnaire (SQ) Stage

Invitation to Participate in Dialogues (ITPD) Stage

Final Submission

Citizens Advice are using the Competitive Dialogue procedure because the type of solution required for the Telephony and Contact Centre services are envisaged as bespoke. Therefore, a number of elements of the service design will need to be discussed with short-listed bidders, hence the use of this procedure.

The key objectives of the service are to provide platforms for advising the public that are:

Interoperable: they will be capable of connecting to our other platforms, such as our CRM solution.

Flexible: we'll be able to change them to meet the changing needs of our clients and services

Scalable: able to grow with us as an organisation

Reliable: providing the consistency we need to deliver a great service

Accessible: all of our users (staff and clients) will be able to use them

Affordable: they'll deliver great value for money

Note that Omnichannel services such as Webchat, SMS, WhatsApp and Video may be invoked during the life of this contract, so the platform must be capable of integrating with these channels, specifically Email.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £16,100,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Please see attached documentation.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

Please see attached documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Options: up to 24 months extension

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

To respond to this opportunity please click here

<https://www.mytenders.co.uk/>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Please see Tender Documents

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please see Tender Documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

4 October 2021

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

21 October 2021

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: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=223819.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:223819)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>