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Tender

## **Historic England Customer Service Provision**

Historic England

F02: Contract notice

Notice identifier: 2024/S 000-023814

Procurement identifier (OCID): ocds-h6vhtk-048604

Published 30 July 2024, 4:06pm

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

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

Historic England

The Engine House, Firefly Avenue

Swindon

SN2 2EH

#### **Contact**

Yuliia Patsora

#### **Email**

[Yuliia.Patsora@historicengland.org.uk](mailto:Yuliia.Patsora@historicengland.org.uk)

#### **Country**

United Kingdom

## **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://in-tendhost.co.uk/historicengland.aspx/Home>

Buyer's address

<https://in-tendhost.co.uk/historicengland.aspx/Home>

## **I.3) Communication**

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

<https://in-tendhost.co.uk/historicengland.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/historicengland.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

## **I.5) Main activity**

Recreation, culture and religion

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## **Section II: Object**

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

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

Historic England Customer Service Provision

Reference number

P/REF 00000325

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

- 79512000 - Call centre

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

Services

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

Historic England requires a Customer Service supplier to act as first point of contact for Historic England for general enquiries and as a filter for other enquiries, working to an agreed service standard. This is required Monday to Friday year-round between 09:00-17:00.

Historic England expects this work to be carried out from the supplier's premises or workers' homes without any requirement for an onsite presence at Historic England. This service will include seven core components with one optional component for possible inclusion on 1 March 2026. Historic England is committed to continuous improvement and is looking for a customer service partner to work with us to develop the quality of our service. Further information about expected volume of enquiries and the breakdown of previous contractors is included in Appendix 4.1.

#### **II.1.5) Estimated total value**

Value excluding VAT: £460,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre
- 79342300 - Customer services

## **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

Swindon Office

## **II.2.4) Description of the procurement**

Please see ITT Documentation.

## **II.2.5) Award criteria**

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

## **II.2.6) Estimated value**

Value excluding VAT: £460,000

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

Start date

2 December 2024

End date

31 March 2028

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

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# **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

N/A

### **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

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# **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

29 August 2024

Local time

9:30am

##### **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**

Tender must be valid until: 29 October 2024

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

Date

29 August 2024

Local time

9:30am

Place

Online

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: January 2028

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

N/A

N/A

N/A

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

N/A