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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

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

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

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

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

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