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Tender

Customer Service Contact Centre Support

Royal Mint

F02: Contract notice

Notice identifier: 2021/S 000-027258

Procurement identifier (OCID): ocds-h6vhtk-02f1e8

Published 29 October 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Royal Mint

Llantrisant

Pontyclun

CF72 8YT

Email

lee.wilkey@royalmint.com

Telephone

+44 1443222111

Country

United Kingdom

NUTS code

UKL15 - Central Valleys

Internet address(es)

Main address

www.royalmint.com

I.3) Communication

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

<https://royalmint.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://royalmint.bravosolution.co.uk>

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

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Service Contact Centre Support

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Mint are seeking a partner willing to work collaboratively with the our in house team to support and deliver a cohesive premium standard Customer Service. The partner will deliver an agreed proportion of the service, exact split to be agreed.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL15 - Central Valleys

II.2.4) Description of the procurement

We are seeking a partner willing to work collaboratively with our in house team to support and deliver a cohesive premium standard Customer Service. The partner will deliver an agreed proportion of the service, exact split to be agreed.

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

24

This contract is subject to renewal

Yes

Description of renewals

Depending on performance the contract can be extended by up to a further 24 months

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

Competitive procedure with negotiation

Accelerated procedure

Justification:

Impacts of covid and other factors mean that we are unable to obtain required complement of in-house staff to deliver the level of service required.

These are factors that are totally outside of our control

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

22 November 2021

Local time

6:00pm

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

English

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

The Roayl Mint

Llantrisant

Country

United Kingdom