

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027258-2021>

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@rovalmint.com](mailto:lee.wilkey@rovalmint.com)

#### **Telephone**

+44 1443222111

#### **Country**

United Kingdom

**NUTS code**

UKL15 - Central Valleys

**Internet address(es)**

Main address

[www.royalmint.com](http://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