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Planning

## **Dispute Support - Enhanced Enquiries Service**

Housing Ombudsman

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-032786

Procurement identifier (OCID): ocids-h6vhtk-04161a

Published 6 November 2023, 2:05pm

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

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

Housing Ombudsman

10 South Colonnade

London

E14 4PU

#### **Contact**

Ayo Odufuwa

#### **Email**

[aodufuwa@housing-ombudsman.org.uk](mailto:aodufuwa@housing-ombudsman.org.uk)

#### **Telephone**

+44 2070468622

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Buyer's address

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1) Title**

Dispute Support - Enhanced Enquiries Service

**II.1.2) Main CPV code**

- 75112000 - Administrative services for business operations

**II.1.3) Type of contract**

Services

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

The Housing Ombudsman Service will be leveraging this procurement under the Crown Commercial Service - Outsourced Contact Centre and Business Services under the following Lots: Lot 1 – Contact Centre. The Invitation to Tender will be published only to suppliers that have registered under the agreement of the above Lots only. The Housing Ombudsman Service will be holding a "supplier day" via MS Teams on Monday 27th November 2023 at 11am - 1pm for all suppliers in the disclosed Lot.

Please register and confirm your attendance no later than Wednesday 22nd November 2023 by emailing [aodufuwa@housing-ombudsman.org.uk](mailto:aodufuwa@housing-ombudsman.org.uk). Any questions or clarifications you may require can accompany your registration so that these can be addressed on the 'supplier day'.

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The Housing Ombudsman is seeking a supplier who has provided an enquiries service to either an Ombudsman or within the regulatory service sector. The successful provider will be expected to cover a call centre and reception function for all incoming contact into the Housing Ombudsman Service. This scope aims to cover a number of Service Lines requirements. The successful providers will be expected to provide a proposal to the Authority covering the following Service Lines: •Telephone contact response including Natural Language Processing (NLP) and signposting to other agencies •Email receipt and management. •Web Form management. •Web chat functions •Postal communications /receipt & document scanning- incoming and outgoing. •Client satisfaction surveys.

### **II.3) Estimated date of publication of contract notice**

4 December 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=820741604>

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