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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

Telephone

+44 2070468622

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.housing-ombudsman.org.uk

Buyer's address

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

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. 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

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

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>

GO Reference: GO-2023116-PRO-24346793