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Tender

Contact Centre System

ForHousing Limited

F02: Contract notice

Notice identifier: 2022/S 000-035076

Procurement identifier (OCID): ocds-h6vhtk-038ca9

Published 12 December 2022, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

ForHousing Limited

52 Regent Street

Eccles

M30 0BP

Contact

The Procurement Team

Email

procurement@forhousing.co.uk

Telephone

+44 1616057606

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

<https://www.forhousing.co.uk>

Buyer's address

<https://www.forhousing.co.uk>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Eccles:-Telephone-operator-services./TF443S634W>

Additional information can be obtained from the above-mentioned address

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

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre System

Reference number

ContactCentre/Dec22/HC

II.1.2) Main CPV code

- 79511000 - Telephone operator services
 - JA02 - For computer software

II.1.3) Type of contract

Services

II.1.4) Short description

ForHousing's current contact centre solution includes several systems and service providers. We are looking to procure and implement a new fully integrated, modern, cloud-based Contact Centre as a Service (CCAAS) system with associated license and support agreement.

ForHousing are seeking a supplier who can deliver and configure a CCAAS system based on our documented process designs and system requirements.

The system and associated support agreement should be implemented no later than 31st May 2023, so bidders must factor that in when considering whether to bid.

It is envisaged that the ForHousing Contact Centre as a Service System Contract will last for a period of 3 years, with an option to extend for a further 1 year, subject to the rights of termination contained in the Contract.

II.1.5) Estimated total value

Value excluding VAT: £220,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79511000 - Telephone operator services
 - JA02 - For computer software

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

Main site or place of performance

Greater Manchester

II.2.4) Description of the procurement

ForHousing has an in-house service centre that provide services to our tenants and others needing to contact the organisation. The Service Centre Team currently has 36 Service Centre Advisors, 4 Team Leaders and 2 Operational Support staff, with current operating hours from 8.00-6.30 Monday to Friday. At peak times all users consecutively use the system.

ForHousing's current contact centre solution includes several systems and service providers. We are looking to procure and implement a new fully integrated, modern, cloud-based Contact Centre as a Service (CCAAS) system with associated license and support agreement.

ForHousing are seeking a supplier who can deliver and configure a CCAAS system based on our documented process designs and system requirements.

The system and associated support agreement should be implemented no later than 31st May 2023, so bidders must factor that in when considering whether to bid.

ForHousing intends to award a contract to the supplier whose bid scored the highest following the evaluation of bids in accordance with section 6 of this ITT.

It is envisaged that the ForHousing Contact Centre as a Service System Contract will last for a period of 3 years, with an option to extend for a further 1 year, subject to the rights of termination contained in the Contract.

II.2.5) Award criteria

Quality criterion - Name: Qualitative Questions / Weighting: 50

Quality criterion - Name: Demonstration / Interview / Weighting: 30

Cost criterion - Name: Pricing / Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £220,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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

II.2.14) Additional information

The Authority reserves the right to cancel the procurement at any time and not to proceed with all or part of the tender.

The Authority will not, under any circumstances, reimburse any expense incurred by Applicants in preparing their selection questionnaire or tender submissions.

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

As set out in the tender documentation

III.1.2) Economic and financial standing

List and brief description of selection criteria

As set out in the tender documentation

III.1.3) Technical and professional ability

List and brief description of selection criteria

As set out in the tender documentation

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As set out in the tender documentation

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

16 January 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

16 January 2023

Local time

12:01pm

Place

Eccles, Salford

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

In accordance with the requirements of the Public Contracts Regulations 2015, the tender documents are being made available to Applicants via the Delta portal from the date of issue of this Notice.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Eccles:-Telephone-operator-services./TF443S634W>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/TF443S634W>

GO Reference: GO-20221212-PRO-21696369

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice in the Strand

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice in the Strand

London

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Royal Courts of Justice in the Strand

London

Country

United Kingdom