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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](mailto: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

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## **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.

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## **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

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## **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

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## **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