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Tender

NCH Out of Hours Contact Centre Operations

Newport City Homes

F02: Contract notice

Notice identifier: 2022/S 000-036143

Procurement identifier (OCID): ocds-h6vhtk-03932b

Published 21 December 2022, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Newport City Homes

sarah, Central Office Nexus House, Mission Court,

Bristol

NP20 2DW

Contact

Sarah Kelly

Email

Sarah.kelly@newportcityhomes.com

Telephone

+44 1633227713

Country

United Kingdom

Region code

UKL21 - Monmouthshire and Newport

Internet address(es)

Main address

www.newportcityhomes.com

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-Bristol:-Contact-management-software-development-services./7ZF38UQTZ7>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/7ZF38UQTZ7>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NCH Out of Hours Contact Centre Operations

Reference number

NCH/HOME/2232

II.1.2) Main CPV code

- 72212333 - Contact management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Newport City Homes are seeking to procure a new Out of Hours Contact Centre Operations provider

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL21 - Monmouthshire and Newport

Main site or place of performance

Monmouthshire and Newport

II.2.4) Description of the procurement

NCH is seeking to procure a new Out of Hours Contact Centre Operations provider. Our objective is to provide 24x7 support to our customers across a range of tenures. We are seeking a service provider who can provide both the operational and technological support to cover the following activities:

- a. Support inbound and outbound calls for general customer queries, service Requests or Complaints about services
- b. Receive to customer contact through a range of different communication channels (telephone calls, email, web chat, social media, NCH App messages)
- c. Respond to customers professionally in line with the association's Customer Service Standards, using their preferred choice of communication channel.
- d. Support customers with any technical difficulties in accessing services on Mobile App & Website
- e. Transfer calls to repair and operational teams where specialist advice or support is required.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

dependent on business requirements at the end of the contract

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 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

The bidder must have a proven track record of offering similar services to other organisations.

The bidder must be able to provide both operations and technology services

The bidder should demonstrate a viable and well-established company structure, aiming at ensuring a continuity of delivery

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

24 January 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 January 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

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

<https://nch.delta-esourcing.com/tenders/UK-UK-Bristol:-Contact-management-software-development-services./7ZF38UQTZ7>

To respond to this opportunity, please click here:

<https://nch.delta-esourcing.com/respond/7ZF38UQTZ7>

GO Reference: GO-20221221-PRO-21797407

VI.4) Procedures for review

VI.4.1) Review body

Newport City Homes Housing Association Limited

Newport City Homes,, Central Office Nexus House, Mission Court,

Newport

NP20 2DW

Telephone

+44 1633227713

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Newport City Homes

Newport City Homes,, Central Office Nexus House, Mission Court,

Newport

NP20 2DW

Telephone

+44 1633227713

Country

United Kingdom

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

Newport City Homes

Newport City Homes,, Central Office Nexus House, Mission Court,

Newport

NP20 2DW

Telephone

+44 1633227713

Country

United Kingdom