

**Request for QUOTE**

**Project:** **Audio and Video Contact Centre Managed Service**

**Dept/Section Customer Services**

**Project Owner Clarissa Norman**

**Estimated/Required Start date: 01/12/2025**

**Contract Duration (including extensions) 36 months (2x 12 months extension) a total of a possible 60 months**

**Project Number: DN793249**

**Date and time of return 7/11/2025**

1. **Introduction**

Cambridge City Council is looking for a supplier to provide a managed service to support the Council’s contact centre. Specifically, we require a supplier who can provide non-copyright hold music; employs professional voice artists; has studio recording resources and secure file transfer facilities.

The supplier should have demonstrable experience of where they have worked with Local Authorities to review and improve IVR routing, enhance customer journeys and increase customer satisfaction rates.

Additionally, the supplier should have the capability to, and experience of, creating instructional videos that can be shared with customers to solve a common problem, support them to create an account, or apply for a service.

This procurement exercise is being run by Cambridge City Council. Evaluation of all submissions, all appointments of suppliers and management of any awarded contract will be by the commissioning Council. At the appointment/contract signatures of this contract a named contract manager will be given to the supplier who will be responsible for the management of this contract through to its conclusion.

1. **Timescales**

The timescales for this quote is below and a response is required by …

* Request for Quote issued – 7/10/25
* Lines of communication open – 7/10/25
* Lines of communication close – 28/10/25
* Deadline for return of tenders – 12:00 PM, 3/11/25
* Sign off on successful bidders / notification to bidders – 10/11/25
* Contract Commences – 1/12/25

Cambridge City Council reserves the right to amend timescales due to unforeseen circumstances. In the event of timescales being revised all bidders will be notified in advance.

1. **Questions and Answers**

Bidders are able to seek clarification or explanation of the details of this RfQ and are asked to submit them via the Proactis portal.

Responses to any questions will be given (via the portal) within 48 working hours

Questions raised and answers given may form part of the final contract.

1. **Overview of Requirements and Specification**

Currently we use a supplier to provide non copyrighted music on hold and supply bespoke messages for use in our contact centre.

Cambridge City Council is looking for a supplier to provide a managed service to support the Council’s contact centre. Specifically, we require a supplier who can continuously enhance our IVR offering, improve the customer journey and customer satisfaction rates.

Additionally, the supplier should have the capability to, and experience of, creating instructional videos that can be shared with customers to solve a common problem, support them to create an account, or apply for a service.

The supplier must demonstrate they can offer the following requirements:

1. Designated & Experienced Account Management
2. Dedicated & Experienced Studio Help Desk
3. Highly Efficient turn-around of Orders < 3 working days with emergency turn around as required
4. Professional Voice Artists
5. High Quality Recordings to Contact Centre Standards
6. Secure Delivery of Recordings via FTP
7. Guaranteed Voice Availability
8. Access to, and use of, non-copyright Music on Hold
9. Guaranteed Video creation credits for use across the duration of the contract

**Key Performance Indicators and methods of Measurement**

Our key performance indicators are the turn-around times for message requests being recorded and made available to Cambridge City Council. These should be received within 3 working days.

Emergency requests – criteria to be agreed with supplier - should be available within 24 hours.

In the event of equipment breakdown (music on hold) a replacement should be available within 24 hours.

This project will be judged on the framework price of a 60% Price and 40% Quality.

Below is the requirement that will assist you in completing your submission for this work. The criteria for assessing your bid will be in Section 5 Submission and Quality and Section 6 Pricing.

1. **Terms and Submissions – Quality Questions**

Please provide a method statement about how you will provide the services specified in the project brief.

Specifically please answer the following questions:

|  |  |
| --- | --- |
| Quality Criteria | Weighting |
| 1. What size is your database of non-copyright music? | 4 |
| 2. What genres of music do you supply? | 2 |
| 3. Please supply 5 examples of your non-copyright music. | 2 |
| 4. What is your current performance on message turn around? (in weekday / working hours terms) | 4 |
| 5. What contingency measures do you have in place to ensure that messages are recorded and made available to customers within SLA? | 6 |
| 6. What format is your standard output file? | 4 |
| 7. How do you ensure that the output file is not corrupt? | 3 |
| 8. How many messages/recordings are included in the contract? | 4 |
| 9. How does your music keep customers engaged? | 3 |
| 10. Please provide a list of organisations you currently work with | 2 |
| 11. Please share three examples of 270-second videos you have created for local authorities | 3 |
| 12. How do you share video files securely? | 2 |
| 13. Social Value – Explain how your organisation will contribute to the economic, social, and environmental well-being of Cambridge and surrounding areas. Reference the Council’s Social Value Framework and/or Match My Project platform | 1 |

* + **Please limit your answers to no more than 500 words per question.**

|  |  |
| --- | --- |
| **Quality Scoring Scale** | |
| **10 marks** | **Excellent Response.**  \* The response is comprehensive in all areas  \* The Bidder demonstrates an excellent understanding of the requirement  \* The Bidder demonstrates a very high level of skills/abilities to meet the requirement  \* The response provides very high confidence that the Bidder will deliver the service as per standards listed in the service specification. |
| **8 marks** | **Good Response.**  \* The response covers all areas  \* The Bidder demonstrates high level of understanding of the requirement  \* The Bidder demonstrates high level of skills/abilities to meet the requirement  \*The response provides high confidence that the Bidder will be able to deliver the service as per standards listed in the service specification |
| **6 marks** | **Satisfactory Response.**  \* The response covers most areas  \* The Bidder demonstrates an acceptable level of understanding of the requirement  \* The Bidder demonstrates an acceptable level of skills/abilities to meet the requirement  \* The response provides acceptable confidence that the Bidder will be able to deliver the service as per standards listed in the service specification. |
| **4 marks** | **Partially satisfactory response**  \* The response is missing some areas  \* The Bidder demonstrates poor understanding of the requirement  \* The Bidder demonstrates poor level of skills/abilities to meet the requirement  \* The response provides some confidence that the Bidder will be able to deliver the service as per standards listed in the service specification |
| **2 marks** | **Poor Response**  \* The response is missing most areas  \* The Bidder demonstrates no understanding of the requirement  \* The Bidder has provided no evidence of skills/abilities to meet the requirement  \* The response provides no confidence that the Bidder will be able to deliver the service as per standards listed in the service specification. |
| **0 marks** | **No response**  no response at all or insufficient information provided in the response such that the response is totally un- assessable and/or incomprehensible |

1. **Pricing (60%)**

The contractor is required to submit a quote for the provision of the service, based on an inclusive annual contract price.

The contract cost should include:

Recordings allowance – 100 x 40 word prompts per annum, Video allowance 10 x 90 second video prompts, 100% voice availability guarantee, unlimited IVR Health Checks, unlimited access to non-copy right hold music catalogue, 3-working day SLA for message recording, provision and criteria for same day message recording.

As well as an account management service that includes creative advice and support for scripting best practise.

Please provide your pricing with your proposal, this should be the total cost (excluding VAT) and will represent the maximum payments that will be made during the contract term.

|  |  |
| --- | --- |
| Total Cost |  |

Scores will be assigned as laid out below, Tender Price by measuring each price against the lowest compliant price submitted in line with the criteria laid out in the pricing.  The lowest priced offer will achieve the maximum score and any prices above the lowest will be allocated a score based on the following formula:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest tender price | x | [60] |
| Your tender price |

For example, based on a notional figure of £1,500 for the lowest tender price, scores would be awarded as follows:

|  |  |  |
| --- | --- | --- |
| Supplier | Tender Price | Price Score awarded (60%) |
| A | £1,500 | 60.00 |
| B | £1,750 | 51.43 |
| C | £2,000 | 45.00 |
| D | £1,550 | 58.06 |
| E | £1,850 | 48.65 |

Additional services offered by suppliers can be detailed in the table below:

Cambridge City Council does not guarantee to consider any of the services outlined and will not be part of the pricing score evaluation.

|  |  |  |
| --- | --- | --- |
| Service(s) offered | Benefit | Cost |
|  |  |  |

As part of your submission please complete the following form and upload with your submission documents.

1. **Information Specific to this Opportunity**

To: Cambridge City Council

Reference – RfQ for Audio and Video Contact Centre Audio Managed Service

|  |  |  |
| --- | --- | --- |
|  | Question | Response |
| 1 | Name, position and address of principal contact to where any future correspondence is to be sent in connection with this matter |  |
| 2 | Contact telephone and e-mail |  |
| 3 | Full name of organisation in whose name the tender would be submitted |  |
| 4 | Address |  |
| 5 | Proof of insurances for  **Public Liability £5m**  **Product Liability £2m**  Should include a standard one-year warranty of defects. Please state expected lifetime of product and ongoing maintenance requirements.  **Employers Liability £5m**  **Professional Indemnity £2m**  **NB** should you not have insurance at this level please confirm your current insurance values |  |

|  |  |
| --- | --- |
| Role |  |
| Name |  |
| Signature |  |
| Date |  |

1. **General Information**

Cambridge City Council is not bound to accept any of the proposals submitted. If there are concerns over any aspects of a bidder’s proposal, the Council reserves the right to choose the next best placed supplier. Any concerns will be notified to the bidder in advance of any decision, to allow the opportunity for further clarification.

Bidders shall accept and acknowledge that, by issuing this RfQ, the Council shall not be bound to accept any offer or bid and reserves the right not to conclude a Contract for any or all of the requirements as stated in the RfQ documents for which priced submissions are being invited.

The Council reserves the right to amend, add to or withdraw all or any part of this RfQ at any time during the procurement exercise.

This a simple single stage process. You may only make a single submission. Your submission will be reviewed by one or more officers of the Council who will make a decision on the appointment. This decision is final.

The timetable above gives expected/indicative timeline for the appointment. The Council has every intention of staying within these time scales however, it does reserve the right to vary any part of the schedule should there be a requirement to do so. Should this happen you will be kept fully informed.

The Council may undertake independent financial checks to ensure the suitability of the bidder.

1. **Check List for uploading**
2. Document detailing how you will deliver the requirements (see section 5)
3. Pricing for the work (see section 6)
4. Information sheet signed (see section 7)
5. Provide links or attach three examples of 270-second videos you have created for local authorities.

Please ensure that all these documents are uploaded by the closing date and time.

1. **Social Value**

The Council is committed to ensuring that all procurements consider the economic, social and environmental well-being of the City and surrounding area. As such, we require all Bidders to incorporate our commitment (which can be reviewed at the hyper-link below), in their submissions, through avenues such as (but not limited to):

[Social Value Framework - Cambridge City Council](https://www.cambridge.gov.uk/media/twobc2e0/social-value-framework.pdf)

**Match My Project**

[Match My Project](https://www.cambridge.gov.uk/match-my-project) is an online platform which Cambridge City Council is using as a key delivery mechanism for social value, where businesses can find and support Cambridge based community projects.

Community organisations post projects/resources or requests that they need support with on the platform. Businesses can filter these and request to match with those that they would like to help support. The link above provides more information about the platform and how to access it, but if you would like to discuss it in more detail, please contact [grants@cambridge.gov.uk](mailto:grants@cambridge.gov.uk)