

This is a published notice on the Find a Tender service: <https://www-tpa.find-tender.service.gov.uk/Notice/004169-2022>

Tender

Customer Contact and Operations

NS&I

F02: Contract notice

Notice identifier: 2022/S 000-004169

Procurement identifier (OCID): ocids-h6vhtk-0056b0-integration

Published 27 April 2022, 3:05pm

Section I: Contracting authority

I.1) Name and addresses

NS&I

London

SW1V 2QX

Email

lauren@test.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://test.panacea-software.com/nsandi/>

I.3) Communication

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

<https://test.panacea-software.com/nsandi/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://test.panacea-software.com/nsandi/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://test.panacea-software.com/nsandi/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Contact and Operations

Reference number

22-CD-01

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for a strategic supplier of managed services to support, deliver and integrate contact centre services, including the provision of Assisted Digital capabilities, supporting customers through digital self-service and customer journeys to perform on their behalf when needed to support vulnerable and digitally excluded customers.

II.1.5) Estimated total value

Value excluding VAT: £100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

details here

II.2.4) Description of the procurement

details here

II.2.5) Award criteria

Price

II.2.6) Estimated value

Value excluding VAT: £100,000

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

28 April 2022

Local time

5:00am

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NS&I

London

Country

United Kingdom