



Contact Centre Services

Customer guidance (RM3815)



Crown
Commercial
Service

Introduction

This guidance document has been produced by the Crown Commercial Service (CCS) to help you understand how to use the Contact Centre Services (RM3815) framework. It covers:

- The role of CCS
- How to use the framework
 - The steps you need to take to appoint a supplier to deliver the services you require
 - Guidance on how to develop your Statement of Requirement (SoR)
 - The information you need to provide when issuing your SoR
 - How to manage the relationship with your supplier
- What the framework covers and selecting your lot(s)
- The procurement process

The guidance provides you with the best practice approach to using the framework. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

The role of CCS

Our role is to provide you with advice and guidance on how to get the best out of this framework. We can help with any technical queries you may have, such as how to get the best value from the supplier. We manage the overarching framework and the suppliers at framework level.

You will be responsible for managing your supplier at a contract level, but we can help with any issues you may have that require escalating. If you have any queries please call the customer service team on **0345 410 2222** or email info@crownccommercial.gov.uk.

This framework agreement can be used by UK public bodies and third sector organisations which includes: central government (CG) department's, arm's length bodies, devolved administrations, police and emergency services, NHS bodies, local authorities, housing associations and charities.



How to use the framework

Request documents by emailing:

contactcentreservices@crownccommercial.gov.uk

The basic process for appointing a supplier includes the following key steps:

- 1.** Define your strategy, and the scope of your service requirements
 - i.** Develop high level procurement strategy - high level procurement stages; template available on request
 - ii.** Develop SoR - Appendix B - Statement of Requirements; available on request
 - iii.** CCS will only commit to a procurement strategy once a final SoR has been agreed.
- 2.** Engage with framework suppliers:
 - i.** Hold a supplier event to socialise requirement and get feedback from the market (optional)
 - ii.** Develop and distribute your DRAFT call-off specification, request EOI, and allow the suppliers to clarify aspects of the SoR. For CG departments this will be done via CCS eSourcing portal; a report will be produced at the end of the event for the customer (optional).
- 3.** Produce tender pack (ITT); for CG departments this can be done by the CCS call-off team, once budget approval has been obtained. If you are a wider public sector authority and want CCS to run the tender this will need to be requested in writing and agreed in advance.
- 4.** CCS and authority hold a supplier event (optional).
- 5.** Receive and evaluate bids. This can be done on the CCS eSourcing tool or your own platform.
- 6.** Award the contract to the successful supplier via the CCS eSourcing tool or your own platform.



What the framework covers and selecting your lot(s)

The Contact Centre Services framework agreement contains 2 lots;

Lot 1	Lot 2
Niche Contact Centre Consultancy	Contact Centres Services
Designed to help customers understand their requirements and develop and implement their strategy going forward.	Designed to provide access to key suppliers within the industry to maximise the potential and commercial value of contact centre requirements.

The procurement process adopted by CCS in the award of the framework agreement contained robust assessment criteria, as detailed:

Lot 1 (Contact Centre Consultancy) - suppliers answered a series of challenging capability questions, as part of their tender to be awarded a place on the framework, which provide confidence around a supplier's ability to deliver in the consultancy space.

Lot 2 (Contact Centre providers) - we have assessed suppliers' capability to deliver solutions of scale, flexibility and to accommodate TUPE and volume risk as part of the framework development. Supplier qualification criteria was set at a minimum of 1,000 seats, spread across 3 locations, one of which was required to be in the UK. Suppliers were also required to provide 2 case study examples of contracts with at least 150 operational seats. These 2 criteria, together with a set of robust selection and award questions, provide confidence that framework suppliers have the capability to deliver scalable customer requirements for all customers. The framework will also provide the opportunity for contract optimisation and blending as it matures.



Lot 1 Niche Contact Centre Consultancy	Lot 2 Contact Centres
<p>The specialist consultants will undertake an end-to-end review of your engagement journey and recommend process improvements and solutions. Technology deployment and channel shift opportunities, including the use of digital media, will be fully considered.</p>	<p>Solutions will embrace digital technology to help improve and shape your engagement journey with options to deliver commercial benefits, efficiency and risk management.</p>
<ul style="list-style-type: none"> • AGILISYS Limited • BearingPoint Limited • Bramble Hub Limited • Efficio Limited • KCOM Group Plc • Navigation Partners Limited 	<ul style="list-style-type: none"> • Arvato Limited • Exela Technologies • G4S Government and Outsourcing Services (UK) Limited • Hinduja Global Solutions UK Limited • Kura (CS) Limited • SERCO Limited (Serco Consulting) • Sitel UK Limited • Teleperformance Limited



The procurement process

Step 1: The strategy

What are you looking to achieve and does this form part of your overarching procurement strategy? Have you got senior buy in and approval? We can help you develop and challenge the status quo within your organisation, with expert contact centre strategic support at hand. Your procurement strategy will be jointly developed with recommendations and guidance from CCS contact centre category Team.

Professional assurance and getting approval to spend

If you work in CG or in an arm's length body, you must have approval from Cabinet Office for spend of £100,000 or more.

Step 2: Pre-market engagement (optional)

You may find it useful to talk to framework agreement suppliers ahead of issuing your final documents by carrying out a pre-market engagement exercise. This will allow you to further shape your requirement, gather ideas on new innovations and understand if there are any changes within the market that may influence your requirements. If you decide to speak to the industry, you must prepare an outline of your specification before you contact suppliers. This can be a draft and does not need to be complete. CCS will contact suppliers and manage the engagement process, but as the customer you are part of the decision making process to establish how this will be done.

For instance CCS will:

- setup and run a webinar in partnership with an customer, engage with suppliers via a presentation and encourage dialogue based on a prearranged list of questions;
- arrange a Telekit to discuss the draft specification and encourage dialogue based on a prearranged list of questions;
- contact suppliers for information on capability and or interest in the draft specification & requirements through our e-sourcing tool;
- invite suppliers to an event or a meeting; with a prearranged slide deck, agenda and or current state briefing pack. This stage is for informal information gathering. If a supplier doesn't engage at this stage don't assume that they do not want to participate. All suppliers should have the option to bid when you issue the final brief.

Checklist:

Do ✓

- ✓ Contact all suppliers on the relevant framework lot
- ✓ Provide a time limit to ensure suppliers know when they need to respond by
- ✓ Explain that if a deadline has passed and a supplier has not responded, you will assume they are not interested in participating at this stage

Don't X

- X Limit contact to suppliers you know
- X Contact suppliers in different ways - each supplier should be given an equal opportunity to respond and/or be part of the pre-market engagement (i.e. don't email some suppliers and phone others to discuss your requirement)
- X Communicate different information to different suppliers

Step 3: Develop Statement of Requirements

The Statement of Requirement (SoR) sets out a full and accurate view of what is required and forms part of the documentation that is sent out to all suppliers when inviting them to quote. The SoR has 3 main aims:

1. To communicate to potential suppliers what you require
2. To provide clear and transparent evaluation criteria for proposals to be measured against
3. Ensure that open competition is achieved

A good specification should include the following:

1. A clear and concise description of what is required
2. Highlight features that are mandatory
3. Allow suppliers to offer technical solutions
4. Allow suppliers to provide a price for the services they offer

It is also advised at this stage that you think about the evaluation criteria and weightings and make sure your internal budget is approved, as we will seek confirmation of this prior to any tender documents being issued to the market.

If CCS is running the procurement, time will need to be allowed for the call-off team to structure the strategy and tender documents, following receipt and agreement of the final SOR. CCS have a 10 working day timeline from agreement of final SOR to draft and issue of the ITT

Step 4: Issuing the Invitation to Tender (ITT)

For CG customers, you can either choose to run the procurement yourself or if agreed during the strategy development stage, the CCS call-off team can support the procurement once the final SoR is agreed. We will then draft the tender pack for your approval. Consider building in additional time for extensive clarification if the requirement is complex.

CCS will support a clarification event with suppliers.

Step 5: Allow sufficient time for proposals and evaluation

Make sure you factor in the time needed to evaluate supplier responses. Suppliers will need reasonable time to review the documentation and ask questions prior to preparing a response. You will need to evaluate the responses so build in time for this. Try to agree who will evaluate the proposals before you issue your SoR so you can build this into the overall timetable. Ideally, allow up to 4 - 6 weeks to complete the process, from the date of issuing your ITT to contract award.

Contact us

If you need advice about the Contact Centre Services framework agreement please contact the category team:

0345 410 2222

info@crowcommercial.gov.uk

www.crowcommercial.gov.uk

 **[@gov_procurement](https://twitter.com/gov_procurement)**

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