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**Call Answering & Enquiries Service**

**Overview Document**

**For Information only**

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| Creation date: | January 2017 |
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# Call Answering & Enquiries Service

The Housing Ombudsman Service (HOS) is issuing this overview in support of a forthcoming procurement exercise for a Call Answering & Enquiries Service which supports the management of Housing Ombudsman Case management System (CMS). This document is issued to provide potential bidders with early notice of the procurement and to generate market interest. Parties are asked to indicate their willingness to bid through the Contracts Finder portal and/or to email [rdcruz@housing-ombudsman.org.uk](mailto:rdcruz@housing-ombudsman.org.uk).

*A****ll Expressions of Interest to be submitted either through the Portal or by email no later than COP Friday 13th January 2017*. *Companies not expressing an interest will not be invited to tender.***

## Introduction

HOS is set-up by law to look at complaints about the housing organisations that are registered with it. The service is free, independent and impartial. HOS resolves disputes involving the tenants and leaseholders of social landlords and voluntary members (private landlords and letting agents who are committed to good service for their tenants). HOS receives around 16,000 enquires and complaints each year. Many complaints and enquiries are answered or settled before a formal resolution process is instigated. Further details on the organisation can be found at [www.Housing-Ombudsman.org.uk](http://www.Housing-Ombudsman.org.uk).

In order for HOS to concentrate on landlord/tenant dispute resolution, HOS outsources its initial enquiries service. The current supplier provides front-end services to clients who dial the HOS 0300 number. This services includes phone answering, provision of some limited phone advice, restricted interaction with the HOS CMS, instigation and compilation of feedback from HOS-selected survey candidates. The current scope is serviced by 5 or 6 FTE assigned staff plus some managerial overhead.

HOS is intending to launch a procurement to re-let the current service with the intention of seeking bids from suppliers to also cover, by optional call off arrangements, the management of incoming HOS emails and tenant completed Web Complaint forms.The revised service will typically require front-end call answering capability and some back office services including performance reporting and process adherence which supports Data Protection Act obligations; the supplier is likely to be a Data processor and Controller for some or all of its work.

In order to provide potential suppliers with a view of the current and potential future service, several documents are attached. HOS has also provided estimated volumetrics for the service lines which will be the subject of the tender. The briefings provided are;

1. Telephone Guidance
2. Email Guidance
3. Web Guidance
4. Email Process Flow
5. Web Process Flow
6. Call Redirection Guidance
7. Service Volumetrics

These documents will also accompany the formal Invitation To Tender (ITT) and it should be noted that this document does not purport to amend or alter any instructions within the ITT. The bulletin is provided solely to enable you to consider your interest in bidding. The proposed contract duration will not exceed 2 years in duration and will be capped at or under the Government subcentral OJEU limit of £160,000. Both the duration and value are influenced by a further procurement HOS will undertake in the spring/summer of 2017 to replace its existing case management solution - once that is implemented and stable, a re-procurement for a longer term front end enquiries service will be initiated.

**TUPE**

The current service provider is based in the North East of England. Formal TUPE information will be provided as part of the bidding pack.

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