# **Supplier Market Research Questionnaire**

# **Managed Contact Centre Service :**

# **Project Reference: PI1301686**

# **Request for Information (RFI) Date: 15.05.2024**

##  **Background**

Parliament wishes to seek information relating to the provision of managed contact centre for call management. The Authority requires a solution with capability of spanning multiple in-bound channels, multiple internal processes, and the potential to grow in scope and scale over time. The intention is to obtain sufficient information regarding the market and available service delivery models, including indicative costings, to be able to inform a business case to seek the necessary approval to conduct a future procurement estimated to commence in 2026.

Parliament would like to engage potential suppliers to understand how market solutions may meet our needs for service excellence and value for money.

For clarity; we are seeking a staffed answering service rather than a technical/platform solution. It is also important that the service be staffed with customer service agents and automation (within an answered call) is kept to a minimum.

Parliament currently operates multiple contact centres and telephone lines separately for individual services provided on the estate. The long-term vision is for Parliament to provide a contact centre service acting as a single point of contact for customer calls.

The soft market testing exercise will assist Parliament to understand the market and help shape the future procurement process and assist with the definition of functional and non-functional requirements in accordance with business priorities . The aim of this exercise is to understand market capabilities for a managed contact centre service for call management.

## **Service model**

Below is a numbered list of essential service components that would make up the long-term vision for the proposed managed customer contact centre for call management.

Components marked with **(AL)** indicate that these are service components that would be operationally required at launch. Components marked with **(ER)** indicate these are part of an expanding remit, with minimal capacity for delivery required at launch but with the infrastructure in place to deliver these components in the future as the remit of the service expands.

We also wish to consider the option of delivering a hybrid model with service components 1-5 below outsourced and components 6-10 delivered internally. Answers to the Supplier Questions below may offer answers to both a fully outsourced model and a hybrid model. Please specify the model type when compiling your response.

The proposed service will operate two inbound telephony channels. One telephony channel is an external directory enquiries line for members of the public to contact services users within Parliament. The other telephony channel is an internal information line for Members of Parliament and their staff to access Parliamentary information. Modelling has shown that the initial service at launch could reasonably expect to receive an average of 10,000 calls per month from the public telephone line and a maximum of 1000 calls per month on the internal line. The average handle time for the external line is expected to be around 2 minutes. The average handle time for the internal line is expected to be around 3 minutes. 67 contacts via e-mail would be expected per month via the Compliments, Comments and Complaints (CCC) with a yearly increase in demand of 30% per annum. The Initial service offering to customers would not expect to cover webchat or other digital forms of communication however Parliament would be looking to widen service offering to cover other digital channels over the course of the potential contract.

1. Directory Enquiries - **(AL)**
	* Answer incoming calls from a number of sources including but not limited to members of the public, Members of the House of Commons and their staff, Members of the House of Lords and their staff, Parliamentary administrative staff and contractors working for Parliament.
2. Call Transfer - **(AL)**
	* Transfer calls to the requested person or department as quickly and accurately as possible according to their stated preference.
3. Message passing - **(AL)**
	* Offer to take a message for delivery by the user’s preferred methods when unanswered calls for Members or Peers return to the switchboard.
4. Warm transfer - **(AL)**
	* Providing a warm transfer (introduced) when transferring to a named person.
5. Call screening - **(AL)**
	* Members of the public wishing to speak to any named person within Parliament must be asked the purpose of their call and this purpose relayed to the intended recipient or their representative prior to the transfer of the call.
6. Compliments, Comments and Complaints (CCC) – **(AL)**
	* Manage the Parliamentary CCC process. Administrate the system and co-ordinate formal responses to Complaints seeking to resolve matters in a positive and professional manner with an emphasis on customer service.
7. Information on parliamentary events and affairs – **(AL)**
	* Provide a telephone information service for Members of both Houses of Parliament and their staff covering events, House services.
8. Case management – **(ER)**
	* Receive customer calls for service for a variety of internal house services and processes and take ownership for the outcome of those requests. This would be an expanding remit, beginning at launch with simple requests in a soft launch. This would be followed by long-term plans to expand the remit to incorporate more complex calls for service.
9. Proactive updates to customers - **(ER)**
	* Monitor outstanding calls for service, chase updates from service delivery departments and provide proactive updates to customers on the status of their requests.
	* Use CRM tools to provide a bespoke customer experience tailored to the individual needs of the customer.
10. Holistic performance reporting – **(ER)**
	* Provide holistic performance reporting for the House Administration utilising the position as the central reporting service for customer requests.

## **Objectives of this RFI exercise**

## To understand the capabilities within the market to deliver on Parliament’s long-term vision for the service.

## To understand what information, we would need to provide to suppliers in order to successfully procure a service that meets the needs of Parliament.

## **Questions to Suppliers**

Suppliers may respond to the questions below, there is no word limit on responses, which may beprovided as appendices to the numbered questions or inserted directly into this document.

|  |
| --- |
| 1. Please describe all applicable delivery models for the service, based on the metrics provided in this document?
 |
| Insert response here: |
| 1. Delivering service excellence through a customer experience focus is our primary objective. Please describe what you consider to be the drivers of service excellence? How does your service strive to enhance customer experience? How do you measure and report on these aspects?
 |
| Insert response here: |
| 1. Adaptability, innovation, and continuous improvement will be crucial to the future and long-term success of the managed service. How will you ensure that opportunities to innovate and improve are identified and implemented successfully?

 What future developments do you foresee in the managed contact centre market and how are you preparing for these changes? How do you incorporate new technologies and trends into your services |
| Insert response here: |
| 1. We anticipate the responsibilities of the service will increase over time as more processes from across the house administration are incorporated. Please explain the scalability of your service. How easily can it adapt to increasing call volumes or expansion of service. Please describe your approach to ensure that the service can be delivered flexibly.
 |
| Insert response here: |
| 1. Please describe the necessary infrastructure/platform required to deliver the service? How would it typically interface with a customer’s systems.
 |
| Insert response here: |
| 1. Please provide an example of a typical service implementation plan from Initialisation to Service launch with timelines and key milestones required to ensure that logistics, workforce planning and stakeholder relationships are managed effectively.
 |
| Insert response here: |
| 1. What resources from the authority would be necessary to enable implementation and delivery of the service, e.g., from Parliamentary Finance, Digital, HR and service delivery departments?
 |
| Insert response here: |
| 1. Please define the typical number of customer service agents required to deliver a typical service What capabilities do your people resources have to deliver the service? Please describe your training offering to maximise the capacity and capability of your operational staff. (Customer service skills, Leadership, Escalation management, handling difficult conversations, communicating with vulnerable people, technical ability)
 |
| Insert response here: |
| 1. As a service with a national profile, business continuity and disaster recovery are of paramount importance. What disaster recovery measures do you have in place to ensure service continuity in case of unexpected or national events?
 |
| Insert response here: |
| 1. How would you develop and maintain your understanding of the organisational culture and context of Parliament? How would you ensure your service can adapt to shifting demands and drive business change?
 |
| Insert response here: |
| 1. In addition to a long-term expanding remit, we anticipate that demand on the service may fluctuate significantly more than industry average with dips in demand due to Parliamentary recess and significant short-term rises in demand due to major political events. What ability would you have to flexibly adjust your resources after implementation of service? How would you adapt and manage resources for the strategic growth of the service? How would you effectively manage resources where there are short-term rises and falls in demand?
 |
| Insert response here: |
| 1. How do you manage staff well-being within contact centre environment? How do you measure the success and effectiveness of any initiatives to improve staff well-being? Please provide examples of metrics or KPIs used.
 |
| Insert response here: |
| 1. Please provide indicative costings in relation to the various service delivery models. How will you ensure you deliver value for money?
 |
| 1. What cyber and information security accreditation do you possess? How will you ensure confidentiality, availability and integrity of information and systems integral to the running of the service?
 |
| Insert response here: |

## **Timelines for RfI**

## These are our intended timelines. We will inform you if and when timelines change. Please see the below for the RfI’s timelines:

|  |  |
| --- | --- |
| **Time / Date** | **Activity** |
| **24th May 2024** | RfI publication |
| **28th May 2024** | RfI clarifications close |
| **30th May 2024 (12 Noon) GMT** | Deadline for the publication of responses to RfI Clarification questions |
| **20th June 2024 (12 Noon) GMT** | Deadline for submission of a RfI Responses |

## **When and how to ask clarification questions**

* 1. If you have any questions, you need to ask them as soon as possible after the RfI is published. This is because we have a set deadline for submitting questions – the clarifications questions deadline (Refer to ‘Timelines for RfI’ above). This gives you the chance to check that you understand everything before you submit your response.
	2. You need to send your questions through the UK Parliament eSourcing Suite. This is the only way we can communicate with organisations. Try to ensure your question is specific and clear. Do not include your identity in the clarification question. This is because we publish all clarification questions and our responses to all organisations invited.
	3. Responses will be published in a Questions and Answers document to all organisations who have registered their interest via the UK Parliament e-Sourcing Suite.
	4. If you feel that a particular question should not be published, you must tell us why when you ask the question. We will decide whether or not to publish the question and response.
	5. The Contracting Authority will not enter into exclusive discussions regarding the requirements of this RfI with any organisation who have expressed an interest.

## **Other**

* 1. **RfI Costs**
		1. The Authority will not reimburse any costs incurred in connection with the preparation and / or submission of the supplier RfI response, we greatly appreciate your participation on a voluntary basis.
	2. **Right To Cancel or Vary This RfI**

The Contracting Authority reserves the right to:

* + 1. Change the basis of or the procedures for this RfI at any time; Amend, clarify, add to, or withdraw all or any part of the RfI at any time, including varying any timetable or deadlines set out in the RfI; and:
		2. Cancel all or part of this RfI at any stage and at any time.
	1. **Right to confirm or request updated RfI**
		1. The Contracting Authority reserves the right to require organisations to confirm that their RfI response remains accurate at all stages of the RfI process and/or to request updated Information.
		2. The Contracting Authority also reserves the right to specify additional standards or requirements according to their particular requirements.
	2. **Conduct – Specific obligations**
		1. You must not directly or indirectly canvass any Minister, officer, public sector employee, member, or agent regarding this RfI or attempt to obtain any information from the same regarding this RfI (except where and as permitted by the RfI). Any attempt by the organisation to do so may result in the organisation’s disqualification from this RfI.

## **Notices to organisations**

* 1. This RfI and any related documents referred to have been prepared by the Contracting Authority to gather information.
	2. Whilst prepared in good faith, the RfI documents are intended only as a preliminary background explanation of the Contracting Authority’s activities and plans. Therefore, it is not intended to form the basis of any decision on whether to enter into any contractual relationship with the Contracting Authority.
	3. The RfI documents do not purport to be all inclusive or to contain all of the information that organisations may require.
	4. Neither the Contracting Authority or its advisors, (included but not limited to) the directors, officers, partners, employees, other staff, agents, or advisers of any such body or person:
	+ Makes any representation or warranty (express or implied) as to the accuracy, reasonableness, or completeness of the RfI documents;
	+ Accepts any responsibility for the information contained in the RfI documents or for its fairness, accuracy, or completeness; or
	+ Shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
	1. Nothing in the RfI documents is, or should be, relied upon as a promise or a representation as to the Contracting Authority's ultimate decisions in relation to the RfI.
	2. The publication of the RfI documents in no way commits the Contracting Authority to award any contract.

## **Confidentiality**

* 1. The contents of the RfI are being made available by the Contracting Authority on the conditions that the Supplier:
	+ Treats the RfI as confidential at all times, unless the information is already in the public domain;
	+ Does not disclose, copy, reproduce, distribute, or pass any of the Information to any other person at any time or allow any of these things to happen, except where, and to the extent that, the Information has been published in accordance with paragraph 14 (Freedom of Information);
	+ Only uses the Information for the purposes of preparing a Response (or deciding whether to respond); and
	+ Does not undertake any promotional or similar activity related to this RfI within any section of the media.
	1. The Supplier may disclose, distribute, or pass any of the Information to its members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors, advisers or to any other person provided that:
	+ This is done for the sole purpose of enabling the organisation to submit its response and the person receiving the information undertakes in writing (such written undertaking to be made available to the Contracting Authority on the Authority’s request) to keep the information confidential.
	+ It obtains the Contracting Authority’s prior written consent in relation to such disclosure, distribution or passing of Information; or
	+ The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to this RfI;
	+ The organisation is legally required to make such a disclosure; or
	+ The information has been published in accordance with paragraph 14 (Freedom of Information).
	1. The Contracting Authority may disclose information submitted by organisations during this RfI to its officers, employees, agents or advisers or other government departments who are stakeholders in this RfI.

## **Next Steps**

Please note the deadline for responses to this questionnaire is **20th June 2024**.

Responses to this questionnaire, and all communications ***must*** be sent via Parliament's e-procurement portal and not directed to individual members of staff:

<https://atamis-ukparliament.my.site.com/s/Welcome>

mail Address: **pcd@parliament.uk**

Website: [**https://www.parliament.uk/**](https://www.parliament.uk/)

## **Procurement Disclaimer**

## This is an investigative exercise to broaden understanding of the market and is issued without any commitment.

## Any exchanged information or supplier meetings during market research will not be subject to formal evaluation or scoring. This is not a shortlisting process and will not prejudice any future procurement exercise.

## We appreciate your participation in this voluntary exercise, therefore all costs associated with a response to this RFI are at the supplier’s own expense.

## Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.