

Contracts Finder Advertisement
Provision of Customer Service Excellence Accreditation
CCS Reference: SO17093
Contract Reference: CCCC16ABU

Contracts Finder Advertisement
 (Fields marked with a * are mandatory)

1. Summary Information		
* Your reference:	SO 17093 CCCC16ABU	
* Notice title:	Provision of Customer Service Excellence Accreditation	
* Closing Date:	Wednesday 10 th August 2016 at 11:00am	
* Contract Start Date:	Thursday 1 st September 2016	
* Contract End Date:	Friday 30 th August 2019 (with the option to extend up to 24 months)	
* Is this notice linked to another notice?		No
	Reference of Linked Notice	Reason for Link
	N/A	N/A
* Lowest Actual Value (£)	£0	
Highest Value (£) (Optional)		
* Is this suitable for SMEs?	Yes	
* Is this suitable for VCSEs?	Yes	
* Contract Type	Service contract	
Procedure Type (optional)	Open procedure	
2. Location and Industry		
* Region <i>(There is an option to enter a postcode or select a region(s) where the Goods/Services will be delivered)</i>	South East	
* CPV Code <i>(There is a 'Quick search' function available if a CPV code)</i>	Research and Development	

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is known, or search by category listed opposite)	
3. Description	
* Description: (Max 3000 characters. Your description will be truncated if longer than 300 characters in the search results)	HMPO holds CSE accreditation and has done so since 2008. UKVI holds accreditation since its first whole command assessment in 2015, which followed on from the initial building block approach to achieve command wide accreditation. Both commands underwent assessments in 2016 and following implementation of the new contract, the next round of assessments will be due in March 2017. Although this is a single procurement to result in a single contract, we require the commands to be treated separately for the purpose of assessment. The emphasis will be on progressing and retaining accreditation, demonstrating measurable service improvements that have meaning for the organisation.
4. Contact Details	
* Contact Name	Neil Robins
* Email	consultancy.operations@crownccommercial.gov.uk
* Address	9th Floor, the Capital, Old Hall Street,
* Town/City	Liverpool,
* Postcode	L3 9PP.
* Country	England
Telephone (Optional)	0345 010 3503
Website (Optional)	www.gov.uk/ccs
5. Attachments	
Supporting Documents	<ol style="list-style-type: none"> 1. Invitation to Tender 2. Appendix A – Terms of Participation 3. Appendix B – Statement of Requirements 4. Appendix C – Terms and Conditions 5. Appendix D – Response Guidance 6. Appendix E – Price Schedule

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<p>Additional Text Field</p>	<p>How to apply Instructions to Potential Providers:</p> <p>Potential Providers must first be registered on the Crown Commercial Service e-Sourcing Suite in order to respond to the Procurement. If you have not yet registered on the e-Sourcing Suite, this can be done online at https://gpsesourcing.cabinetoffice.gov.uk by following the link 'Register for CCS e-Sourcing'.</p> <p>Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so at the Invitation to Tender stage. Potential Providers should note that it could take up to 10 working days to obtain a DUNS number.</p> <p>Full instructions for registration and use of the system can be found at: http://gps.cabinetoffice.gov.uk/i-am-supplier/respond-tender</p> <p>Once you have registered on the e-Sourcing Suite, you will need to express your interest by emailing ExpressionOfInterest@Crowncommercial.gov.uk. The dead line for expressing an interest in the Request for Information event is Monday 08th August 2016 at 11:00</p> <p>Your email must clearly state:</p> <ul style="list-style-type: none"> • the name/reference of this procurement • the name of the registered supplier; and • the name and contact details <p>Crown Commercial Service will then process your registration and assign your organisation to the opportunity. The registered user will receive a notification email to alert them once this has been done.</p> <p>It is advised however that Potential Providers register as soon as practically possible in order to receive the Invitation to Tender and have a sufficient amount of time to respond. Crown Commercial Service is not able to offer any extensions to the advertised procurement timetable.</p> <p>For technical assistance on use of the e-Sourcing Suite please contact the Helpdesk: Freephone: 0345 010 3503</p>



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	Email: supplier@Crowncommercial.gov.uk
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