

INVITATION TO TENDER (ITT) - HMLR Customer Contact Centre Review

Additional Information and Clarifications

General additional information – more detailed information will be made available to the successful bidder

Technology

A combination of Oracle CRM and Commander (Enghouse Interactive Contact Centre; Enterprise) are used with limited integration to core registration solutions. Integration between solutions is limited, as is agent desk top functionality.

Call recording and call coaching capability exists which is used to monitor and improve agent capability. We have recently replaced the knowledge management solution in HMLR but this is still being implemented.

Service provision across different sites

Durham and Wales broadly provide the same service virtually with some specialisms' at each. Each local office then has a central team managing some activities directly and referrals from the support centres. (HMLR receives 20,000 registration applications per day with varying levels of complexity and pre submission requirements, which then generates significant communication about live applications).

In general, calls are inbound only.

Nature of staffing

The contact centres are staffed by caseworkers who rotate from casework teams, normally processing applications. There is a distinction between registration knowledge and procedural knowledge i.e. how to apply for a service. Training is by internal trainers on specific systems or skills.

Calls can frequently start with one intent and then migrate into associated requests or further case discussion. We have directly recruited as a proof of concept and have an understanding of what could be done. Workforce planning and resource control is a combination of an internally built system and line management involvement, which is a distraction from call coaching. Matching resource to demand is a point of pain and consequently call waiting and abandonment are high at times.

Summary Clarification Questions and Answers

No.	Question	Response
1	Can HMLR confirm timescales for commencement and completion of this work? The ITT document advises this work is a maximum of 4 weeks, however on the web page there is a six week duration "Contract start date 30 May 2017 Contract end date 14 th July 2017"?	The timescales in the ITT are correct - 4 weeks from 30/05/17
2	The ITT document advises that submission must be made through the portal however on the website the instruction is "Please apply directly to the buyer using the contact details provided" please confirm the correct submission method?	The correct submission method is directly to the buyer: anne.hardy@landregistry.gov.uk by 12:00 on 22/05/17
3	The only proforma template is in Appendix C (Fixed pricing schedule) and Appendix F form or tender. Are there any other proformas to be completed as part of this submission?	No, just Appendix C and F are required
4	Can we confirm the allowance for an overnight stay (therefore the cost of accommodation is capped at £25 per person per night?)	For accommodation the following bands apply: Band 1 is London and should not exceed £125 per night. Band 2 is all other locations including Croydon and should not exceed £90 per night. Travel will be reimbursed at standard government rates (e.g. second class rail, overnight subsistence allowance is capped at £25 to cover refreshments, light meals and non-alcoholic drinks, claims must be supported by a receipt).
5	Is there a response template or requirement in terms of format word count etc.?	There is no restriction on word count, however a clear and concise response is desirable. Please complete Appendices C & F using the templates. Responses to Appendix B - The Statement of Requirements, should be in font size 10 as a minimum.
6	Do you require us to include travel expenses to all HMLR locations in the fixed price quotation?	No - expenses will be covered in addition to the fixed price. The consultancy work will require time to be spent at the two Customer Service Centre locations in Swansea and Durham, as well as some visits to HMLR Head Office in Croydon for reporting and senior stakeholder engagement. Expenses rates are covered in the response to Q4 - this supersedes what is stated on pg. 15 of the ITT.
7	Could you please provide some clarification around the pricing schedule and what is expected? Specifically, what is the relevance of the pricing schedule if this is a fixed price contract? What is meant by 'Anticipated Deployment'?	Please complete the pricing schedule with the daily rate of the grades given. The 'Anticipated Deployment' refers to the % of time that grade will be working on the requirement. Please also provide the total Fixed Price for the requirement less T&S/Travel