

TfL 95743 Contact Centre Outsourced Services Framework

Buyer: Transport for London

Description:

This documents for this opportunity can be found on this Portal:1) Look for Transport for London2) Your organisation will need to register if your company has not yet done so.3)a) Transport for London (TfL) is a complex organisation operating both as an executive agency of the Greater London Authority (GLA) under the direction of the Mayor of London and as provider of transport services. The scope of the proposed services may encompass activities within the scope of both Directive 2014/24/EU of the European Parliament and of the Council and Directive 2014/25//EU of the European Parliament and of the Council (Services to be provided in relation to activities will not be subject to a separate notice, the services may be provided to TfL and/or its subsidiaries and may also encompass London Regional Transport (LRT) and/or the GLA and any of the functional bodies).b) Further information on TfL may be found at www.tfl.gov.uk and <https://www.tfl.gov.uk/corporate/publications-and-reports/procurement-information>c) Contract(s) may be awarded to the successful contractor by any part of TfL and/or any of its subsidiaries.d) The awarding authority reserves the right to withdraw from the procurement process and/or not to award any contract as a result of the competition called for by this notice and the awarding authority shall not be liable for any costs or expenses incurred by any candidates in considering and/or responding to the procurement process.e) All discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in GBP and all payments under the contract will be made in sterling.

TfL 95743 Contact Centre Outsourced Services Framework This is a competitive procurement for Framework for Contact Centres and Fulfilment Services. These Services will include contact handling (defined as an interaction between a customer and a contact centre) and fulfilment. The Framework will be valid for up to 6 years. Other members of the GLA (Greater London Authority) Group may at a later stage choose to call off from these services in the future. This Framework will have the following Lots: Lot 1 - Full Contact Centre Services, Lot 2 - Contact Handling, Lot 3 - Fulfilment, Lot 4 - Tech support

Country:

United Kingdom

Published date:

May 27 2022

Deadline:

Jul 01 2022

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United Kingdom

Location:


London

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Greater London

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Link:
[Link to original](#)


Please register

Registering is free and only takes a moment.

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Open Contracts ID:
ocds-0c46vo-0009-DN590622-1

Saved on:
May 28 2022

Source ID:
DN590622-1

OCDS JSON:

<https://openopps.com/tenders/tfl-95743-contact-centre-outsourced-services-framework/ocds-0c46vo-0009-DN590622-1?format=json>
