

What was different about this procurement process?

When procuring these services it is often procured on the basis of cost only. This process however was a quality based tender where 60% of the scores were allocated to quality aspects of the process. These included a visit to the call centre where the service would be delivered from for each contractor that submitted a tender.

This gave Muir the opportunity to meet the staff who would be answering their calls and also to assess the service against the quality standards as set out in the tender.

This important aspect of the tender evaluation demonstrated that SPS could deliver the service that Muir required of their provider.

Overview

Muir Housing Group needed to procure a call handling service provider to supply call answering services outside of office hours, weekends and bank holidays for emergency repairs, anti social behaviour issues and rent payment processes.

Appointment

echelon were appointed by Muir following the completion of the procurement and mobilisation of a different service.

Role

- To engage residents on the services they would like to access when the Muir call centre is closed
- To develop a specification for the call handling service
- To develop a flexible cost model to allow a menu of services to be selected over the life of the contract
- To develop a model that could be bench marked with their peers
- To procure a long term contract with a partner that embraced Muir's goals and values
- To be able to demonstrate a value for money service with the service provider going the extra mile to ensure customer satisfaction measures were achieved
- To facilitate a procurement process and soft market testing to engage the services of the 'right' service provider for Muir



“As a Company focused at delivering excellent customer service for Housing Associations around the UK, we were delighted to experience the same levels of professionalism and quality service during the tender process with echelon.”

Shirley Duffus

Director for SPS Doorguard Ltd