



European Union
European Regional
Development Fund



Onhold Studio Connect Limited
56-60 Woodside Business Park
Shore Road
Birkenhead
Wirral
CH41 1EL

Request for Quotation

Call Centre Consultation, System/Process Design and Set-Up

Background

OHS have been trading since 2007 starting from audio production for phone systems to now offering a full digital marketing service. As part of our consultation process we have always found that clients are looking for call handling/call support and from having a great understanding of our client's needs we believe that this is an area we can develop within our business.

Requirement

We are looking for a specialist in call centre set-up to help us set off on the right foot. We need someone to advise and design a system for handling calls that is flexible, highly expandable and future proof, backed up by call processing software that will allow us to work with a wide range of third party software being used by our potential clients

What do you want goods/service to do?

We need someone with expertise in designing non-standard, diverse, call centre systems and processes.

- Be based on VOIP technology
- Soft-phone headset set-up to take advantage of cloud-based software
- Extremely flexible cloud-based software solution, allowing multi agent/multi queue/multi-client activity.
- Seamless integration or interaction with external third-party software.
- Be expandable and future proofed as far as possible.

Deliverable Timescale

Timescale for the project is June to August 2019

Indicative Budget

£15000.00

Evaluation Criteria

Quotations will be assessed and scored on the following criteria:

Quality/ Technical Merit (50%)

Supplier must demonstrate they have the technical and professional capability to deliver the requirement.

Delivery Timescale (20%)

Supplier must demonstrate they can deliver the requirement to timescales above.

Cost/Value for money (30%)

Does supplier offer value for money. This will not necessarily be the cheapest quote.

Telephone: 0333 990 0009 Email: info@onholdstudio.co.uk Website:

www.onholdstudio.co.uk

Onhold Studio Connect Ltd Registered in England & Wales No.: 6179889. VAT Reg No.: 905296126
Registered Office: 56-60 Woodside Business Park, Shore Road, Birkenhead, Wirral. CH41 1EL



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Scoring Methodology

4 Excellent	Proposal meets and in some places, exceeds the required standard
3 Good	Proposal meets required standard
2 Acceptable	Proposal meets the required standard in most respects, but is lacking or inconsistent in others
1 Poor	Proposal falls short of expected standard
0 Unacceptable	Completely or significantly fails to meet required standard or does not provide the relevant answer

Proposal Format

Proposals should clearly demonstrate how they meet the requirement set out above.

Deadline and Submission

Proposals are required by 5.00pm, 25th May 2019 electronically to greg@onholdstudio.co.uk.

Date Published

15th May 2019

This work is part funded though the European Regional Development Fund.

Conditions of Tender

- Please be aware that due to the relatively low indicative budget for this work (i.e. less than the current OJEU limits) there is no regulatory obligation for us to provide feedback if you are unsuccessful.
- We reserve the right to discontinue this tender process at any time and not award a contract.
- You will not be entitled to claim from us any costs or expenses which you may incur in preparing and/or submitting your Tender at any stage of this exercises. This applies whether or not your organisation is successful.



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