

Servicii pentru clienți

I.D.: 6761379

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Termenul limita pentru depunere:

Descriere: TfL are looking to award a number of Framework Agreements to be carried out on behalf of Transport for London (TfL) Contact Centres. The Framework Agreements will include contact handling (defined as an interaction between a customer and a contract centre) and card fulfilment. The first 2 batches of work will be packaged into 2 call off contracts delivering contacts that relate to ticketing (Oyster and Contactless Payment Cards), with a annual volume of between 2 m and 4 m minutes per year and fulfilment of circa 300 000 Oyster cards per year. Note there will be no minimum volumes guarantees in the call off contracts. The intention is for work to be packaged into small batches and shared across a number of third party suppliers and an internal TfL contact centre. Future batches of work a likely to be awarded from year 2/3 of the Framework.
