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Future opportunity

## **Provision of a Contact Centre as a Service**

The Guinness Partnership Ltd

F01: Prior information notice

Prior information only

Notice reference: 2022/S 000-002192

Published: 25 January 2022, 3:57pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Guinness Partnership Ltd

Bower House, 1 Stable Street

Oldham

OL9 7LH

#### **Contact**

Procurement

#### **Email**

[procurement@guinness.org.uk](mailto:procurement@guinness.org.uk)

#### **Telephone**

+44 3031231890

**Country**

United Kingdom

**NUTS code**

UKD - North West (England)

**Internet address(es)**

Main address

<http://www.guinnesspartnership.com/>

Buyer's address

<http://www.guinnesspartnership.com/>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of a Contact Centre as a Service

Reference number

DN593683

#### **II.1.2) Main CPV code**

- 64200000 - Telecommunications services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Guinness is looking to replace its current Customer Contact Centre capabilities and contract with a partner to provide a Managed Service.

As a precursor to commencing a procurement process we are issuing this Prior Information

Notice (PIN) as a soft market testing exercise to enable Guinness to gain a better understanding of the providers in the market and their technical capabilities. We are looking for organisations to provide us with an outline of their offering with reference to our requirements in the market engagement brief. It is not mandatory to respond and equally, information submitted will not be evaluated or count towards the future tender process.

Responses to the market engagement exercise should be submitted via the address stated

in I.3 of this notice by 4pm on Tuesday 22nd February.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 32500000 - Telecommunications equipment and supplies

## **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

## **II.2.4) Description of the procurement**

Guinness is looking to replace its Customer Contact Centre capabilities and contract with a partner to provide a Managed Service. CCaaS services will include but not be limited to the below aspects:

- Omni channel capabilities
- Multiple, segmented Contact Centre capabilities
- Call and Queue Management
- Agent and Customer journey and experience
- Call Quality & Monitoring tools
- Customer Identification and Verification features
- Call Delivery, IVR, management, conferencing routing and recording
- Chatbots, AI, Speech recognition, predictive dialler, webchat, gamification features
- PCI process and compliance
- MI Reporting

- Digital signage - wallboards
- Workforce Management capabilities
- Integration with Microsoft Dynamics 365 CRM, MS Teams, Power BI
- Cloud Hosting

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

This contract is subject to renewal

Yes

Description of renewals

Further details will be provided within the Contract Notice should the contract be subject to renewal.

### **II.3) Estimated date of publication of contract notice**

21 April 2022

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes