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Not applicable

Provision of a Contact Centre as a Service

The Guinness Partnership Ltd

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-002207

Procurement identifier (OCID): ocids-h6vhtk-030f29

Published 25 January 2022, 4:42pm

Section I: Contracting authority/entity

I.1) Name and addresses

The Guinness Partnership Ltd

Bower House, 1 Stable Street

Oldham

OL9 7LH

Contact

Procurement

Email

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/>

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2022/S 000-002192](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Short Description

Instead of

Text

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

Read

Text

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

in I.3 of this notice by 4pm on Tuesday 15th February