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Tender

## **Contact Centre as a Service (CCaaS)**

Accent Housing

F02: Contract notice

Notice identifier: 2022/S 000-002544

Procurement identifier (OCID): ocds-h6vhtk-031089

Published 28 January 2022, 1:15pm

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

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

Accent Housing

Charlestown House, Acorn Park Industrial Estate, Charlestown

Shipley

BD17 7SW

#### **Email**

[Procurement@AccentGroup.org](mailto:Procurement@AccentGroup.org)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<http://www.accentgroup.org/>

Buyer's address

<http://www.accentgroup.org/>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/>

## **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**

Contact Centre as a Service (CCaaS)

Reference number

DN594704

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

- 32571000 - Communications infrastructure

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

Supplies

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

Accent Housing Limited are seeking the services of recognised, accredited Contractor for the design, supply, integration, installation, configuration and ongoing support and maintenance of a new Contact Centre as a Service (CCaaS).

The solution required needs to be a functional call centre omnichannel telephony solution that can assist with the receiving, routing, tracking, and handling of telephony and other inbound/outbound communications. Must be multi-channel, feature rich and capable of integrations with existing software applications where applicable.

The solution will provide the business with a future looking solution that is suitable for its needs.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 32573000 - Communications control system
- 72212510 - Communication software development services

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

NUTS codes

- UK - United Kingdom

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

Accent Housing Limited are seeking the services of recognised, accredited Contractor for the design, supply, integration, installation, configuration and ongoing support and maintenance of a new Contact Centre as a Service (CCaaS).

The solution required needs to be a functional call centre omnichannel telephony solution that can assist with the receiving, routing, tracking, and handling of telephony and other inbound/outbound communications. Must be multi-channel, feature rich and capable of integrations with existing software applications where applicable.

The solution will provide the business with a future looking solution that is suitable for its needs.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

4 March 2022

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

4 March 2022

Local time

2:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom