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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

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

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

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

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