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Not applicable

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

Accent Housing

F14: Notice for changes or additional information

Notice reference: 2022/S 000-003294

Published: 4 February 2022, 3:54pm

### **Section I: Contracting authority/entity**

#### **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)

#### **Telephone**

+44 1274065

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

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

Buyer's address

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

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

You can access the information free of charge via the Due North ProContract portal:

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

Please note that ALL communication must be directed through the Due North ProContract secure messaging area via the E-Sourcing Portal. Email communication and submissions will be rejected and not responded to.

ITT Information

DATE OF ISSUE OF ITT: 27th January 2022

DATE OF RETURN: 4th March 2022

TIME; ON OR BEFORE: 14:00hrs

INITIAL CONTRACT DURATION: 36 MONTHS\* \*with the option to extend at the sole discretion of Accent by 2 x 12 Month Extensions

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-002544](#)

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## **Section VII. Changes**

### **VII.1) Information to be changed or added**

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

Section number

II.1.4

Place of text to be modified

II.1.4

Instead of

Text

**\*\* This Procurement has been Withdrawn\*\***

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.

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Read

Text

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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.

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## **VII.2) Other additional information**

Please note this Procurement has been Withdrawn