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Not applicable

Contact Centre as a Service (CCaaS)

Accent Housing

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-003294

Procurement identifier (OCID): ocds-h6vhtk-031089

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

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/>

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

Section VI. Complementary information

VI.6) Original notice reference

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

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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VII.2) Other additional information

Please note this Procurement has been Withdrawn