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Contract

Contact Management Centre

The Guinness Partnership Ltd

F03: Contract award notice

Notice identifier: 2023/S 000-006712

Procurement identifier (OCID): ocds-h6vhtk-033529

Published 8 March 2023, 11:15am

Section I: Contracting authority

I.1) Name and addresses

The Guinness Partnership Ltd

30 Brock Street, Regents Place

London

NW1 3FG

Contact

- Neil Aitken

Email

neil.aitken@guinness.org.uk

Telephone

+44 2038190076

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.guinnesspartnership.com/>

Buyer's address

<http://www.guinnesspartnership.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 Management Centre

Reference number

DN612881

II.1.2) Main CPV code

- 48333000 - Contact management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

As part of the IT Cloud based Strategy TGP are exploring a new framework to replace the current Anywhere 365 Contact Centre (A365) set up to a cloud-based Contact Centre as a Service solution (CCaaS) offering a unified communication service and technology stack, considering all the products and services that help operate the contact centre currently from the telephony, infrastructure, and software.

This procurement seeks to engage with providers with exemplary experience within the Contact Management Centre arena that includes assisting organisations through Contact Centre as a Service solution (CCaaS) within the Social Housing sector, or equivalent organisation (of a comparable size, scale, and complexity in terms of geographical footprint, services, regulation and customer demographics).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,373,431.65

II.2) Description

II.2.2) Additional CPV code(s)

- 72245000 - Contract systems analysis and programming services
- 79994000 - Contract administration services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Phase 1

- For approx. 400 contact centre colleagues
- New unified cloud-based solution can establish interconnectivity eliminating siloed use of applications,
- digitalising workflows, workforce optimisation and improving both the customer/agent experience,
- creating a more customer centric and empathetic journey using advances in areas such as software, AI, Interactive Voice Responses, Virtual Agent Assistants and Chat Bots which play a profound role understanding and assessing a customers needs
- Improving Self Service options, optimising the verification processes
- innovative ways to handle 'call overflow' through careful management and consideration is
- Better call quality Management
- Optimising inbound / outbound calls with intelligent call routing and a blended workforce
- New and improved ways of gathering data for intelligent real-time reporting
- Integrations into All Pay depending on decision around renewal in Feb 2023
- Dynamics 365 Online is key to enable all customer contact to be recorded, tracked and managed within CRM ideally providing a 365 degree view of all omni channels

- Dynamic 365 expertise to be provided as part of the project
- Seamless connected channels of communication
- A singular Managed Service where continuous improvement is shared between both parties

Phase 2

- Decommission Skype For Business and transition to a full MS Teams model for the remaining 2000 staff across the organisation. This could be done before the implementation of the contact centre this doesn't include upgrading video conferencing capabilities as these will be looked at as part of a separate project
- Decommission of all current technology stack: Verint, Wallboards, Daisy, Live Person and A365
- Phase 2 doesn't include integration with Zoho or any other CRM legacy systems

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026371](#)

Section V. Award of contract

Contract No

DN612881

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 January 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

8x8 UK Limited

Unit 1-2, 8x8 Bell Business Park Smeaton Close

AYLESBURY

HP19 8JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,373,431.65

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service, Cabinet Office London

London

Country

United Kingdom