

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006712-2023>

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](mailto: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