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Tender

SSEN Distribution Contact Channel Management - Contact Centre as a Service(CCaaS)

SSE SERVICES PLC

F05: Contract notice – utilities

Notice identifier: 2024/S 000-009498

Procurement identifier (OCID): ocds-h6vhtk-044c12

Published 22 March 2024, 5:16pm

Section I: Contracting entity

I.1) Name and addresses

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

Contact

John Lange

Email

John.lange@sse.com

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

02366879

Internet address(es)

Main address

www.sse.com

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

www.sse.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SSEN Distribution Contact Channel Management - Contact Centre as a Service(CCaaS)

II.1.2) Main CPV code

- 72210000 - Programming services of packaged software products

II.1.3) Type of contract

Services

II.1.4) Short description

The Customer Service team are embarking on a transformation programme to move towards a unified service tooling ecosystem that places customers at the heart of everything we do and enables our colleagues to deliver exceptional service and customer experience.

The purpose is to identify a vendor that has existing solutions, capabilities, and technologies to transform and migrate our legacy contact routing platform (Avaya & Storm) to a cloud-based Contact Centre as a Service (CCaaS) solution along with the scale and opportunity to route and manage all demand, agnostic to channel, across all SSEN Distribution Customer Service functions via a single solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK

II.2.4) Description of the procurement

The Customer Service team are embarking on a transformation programme to move towards a unified service tooling ecosystem that places customers at the heart of everything we do and enables our colleagues to deliver exceptional service and customer experience.

The purpose is to identify a vendor that has existing solutions, capabilities, and technologies to transform and migrate our legacy contact routing platform (Avaya & Storm) to a cloud-based Contact Centre as a Service (CCaaS) solution along with the scale and opportunity to route and manage all demand, agnostic to channel, across all SSEN Distribution Customer Service functions via a single solution.

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

84

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2.14) Additional information

Submissions to be submitted via the Jaggaer portal, if not register see :

<https://sse.app.jaggaer.com/web/index.html>

Upon appropriate registration, please contact the event owner john.lange@sse.com to be added to the event.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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.2.2) Time limit for receipt of tenders or requests to participate

Date

26 April 2024

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

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

SSE Plc

Perth

Country

United Kingdom