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Not applicable

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

SSE SERVICES PLC

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-009500

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

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Section I: Contracting authority/entity

I.1) Name and addresses

SSE SERVICES PLC

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READING

RG13JH

Contact

John Lange

Email

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Country

United Kingdom

Region code

UK - United Kingdom

Companies House

SC117119

Internet address(es)

Main address

www.sse.com

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-009498](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Opportunity available at :

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=378>