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Tender

Contact Management Centre

The Guinness Partnership Ltd

F02: Contract notice

Notice identifier: 2022/S 000-013362

Procurement identifier (OCID): ocds-h6vhtk-033ad0

Published 18 May 2022, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

The Guinness Partnership Ltd

30 Brock Street, Regents Place

London

NW1 3FG

Email

procurement@guinness.org.uk

Telephone

+44 7914807910

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.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

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

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 Center 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.1.5) Estimated total value

Value excluding VAT: £1,260,000

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

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 realtime 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

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

60

This contract is subject to renewal

Yes

Description of renewals

An initial contract term of 60 months with potential to extend by a further 24 months

II.2.10) Information about variants

Variants will be accepted: No

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

Date

24 June 2022

Local time

5:00pm

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

The Guinness Partnership

4th Floor, 30 Brock Street

London

NW1 3FG

Country

United Kingdom