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Planning

## **Customer Contact as a Service**

Norfolk County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-016761

Procurement identifier (OCID): ocids-h6vhtk-03d5e7

Published 13 June 2023, 3:42pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

### **I.4) Type of the contracting authority**

Regional or local authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Contact as a Service

Reference number

NCCT42710

#### **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**

Norfolk County Council wishes to procure a new customer contact telephony service. Norfolk County Council currently has a managed contact centre telephony service, which is used by six service areas. Norfolk County Council IT have full admin rights to the system, which we wish to retain for our replacement system. Norfolk County Council has 160 agents in the 6 service areas. The current contract ends March 2024 but is not in support, therefore Norfolk County Council wishes to procure and migrate as soon as possible.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 48000000 - Software package and information systems

#### **II.2.3) Place of performance**

#### NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

#### **II.2.4) Description of the procurement**

Norfolk County Council wishes to procure a new customer contact telephony service. Norfolk County Council currently has a managed contact centre telephony service, which is used by six service areas. Norfolk County Council IT have full admin rights to the system, which we wish to retain for our replacement system. Norfolk County Council has 160 agents in the 6 service areas. The current contract ends March 2024 but is not in support, therefore Norfolk County Council wishes to procure and migrate as soon as possible. Norfolk County Councils top basic requirements are as follows: Basic functionality (e.g. outbound transfers, warm transfers, external conferencing, multiple outbound CLIs) Softphone - take external and internal calls from office and home Cloud based solution Automated call distribution and skills-based routing Menus (IVR, voice recognition) Call recording Call queue checks (e.g. agent checks and calls in queue) Payment system integration (Pay360 and Key IVR) Customer Experience Platform system integration MI – real time metrics and historical reporting

#### **II.3) Estimated date of publication of contract notice**

10 July 2023

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc.aspx/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).