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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): ocds-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

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/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

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 KeyIVR) Customer Experience Platform system integration MI – real time metrics and historical reporting

II.3) Estimated date of publication of contract notice

10 July 2023

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

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/asp/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.