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Contract

Call Centre Solution

Southern Housing

F03: Contract award notice

Notice identifier: 2024/S 000-019454

Procurement identifier (OCID): ocds-h6vhtk-040745

Published 25 June 2024, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

Southern Housing

59-61 Clerkenwell Road

London

EC1M 5LA

Email

procurement@southernhousing.org.uk

Telephone

+44 8001216060

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<http://www.southernhousing.org.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8521

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

Call Centre Solution

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

To procure a cloud omni-channel contact centre solution for contact centre teams to use to communicate with residents, customers, and colleagues. This shall allow for multiple different incoming and outgoing channel types, seamless switching between them, and integrate with organisational systems to ensure a seamless customer and colleague experience. The solution shall also be future facing and have a product roadmap showing how it will develop over the contract period.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £1,941,906 / Highest offer: £5,234,110 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 51300000 - Installation services of communications equipment
- 64210000 - Telephone and data transmission services
- 64220000 - Telecommunication services except telephone and data transmission

services

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

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)
- UKI - London

II.2.4) Description of the procurement

To procure a cloud omni-channel contact centre solution for contact centre teams to use to communicate with residents, customers, and colleagues.

II.2.5) Award criteria

Quality criterion - Name: specification / Weighting: 30

Quality criterion - Name: requirements / Weighting: 5

Quality criterion - Name: applications / Weighting: 15

Quality criterion - Name: maintenance / Weighting: 10

Price - Weighting: 40

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-030913](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 March 2024

V.2.2) Information about tenders

Number of tenders received: 23

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 23

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 23

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

8x8 UK Limited

Oxford House, Bell Business Park

Aylesbury

HP19 8JR

Telephone

+44 3330165053

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1,941,906 / Highest offer: £5,234,110 taken into consideration

Section VI. Complementary information

VI.3) Additional information

(MT Ref:232206)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>