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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](mailto: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](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

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## **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

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## **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](#)

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## **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

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## **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](mailto: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>