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Planning

## **Multi Channel Contact Centre and Telephony Prior Information Notice/Request for Information**

Social Security Scotland

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2024/S 000-019491

Procurement identifier (OCID): ocds-h6vhtk-04729d

Published 26 June 2024, 8:40am

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

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

Social Security Scotland

3rd Floor, Agnes Husband House, 17 South Union Street

Dundee

DD1 4BF

#### **Contact**

Lauren Lochhead

#### **Email**

[Lauren.Lochhead@socialsecurity.gov.scot](mailto:Lauren.Lochhead@socialsecurity.gov.scot)

#### **Telephone**

+44 1412425913

## **Country**

United Kingdom

## **NUTS code**

UKM - Scotland

## **Internet address(es)**

Main address

<https://www.socialsecurity.gov.scot/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30345](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30345)

## **I.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

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

National or federal Agency/Office

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

Social protection

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## **Section II: Object**

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

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

Multi Channel Contact Centre and Telephony Prior Information Notice/Request for Information

Reference number

S/24/059

#### **II.1.2) Main CPV code**

- 64214000 - Dedicated-business telephone network services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Social Security Scotland requires modern contact centre services to support Scottish citizens who are seeking to interact with Social Security Scotland on benefit related matters. The requirement is for the provision of a cloud-based contact centre platform covering telephony and web chat with the potential for future options in other channels such as email, SMS and social media channels.

#### **II.1.5) Estimated total value**

Value excluding VAT: £20,000,000

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

This contract is divided into lots: No

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

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

- 32429000 - Telephone network equipment
- 64215000 - IP telephone services
- 64211100 - Local telephone services
- 64214000 - Dedicated-business telephone network services
- 32524000 - Telecommunications system
- 64200000 - Telecommunications services
- 48000000 - Software package and information systems

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

NUTS codes

- UKM - Scotland

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

It is intended that this will be a competitive procedure with negotiation to procure a multi channel contact centre and telephony services.

Stages in the procurement are:

1. Prior Information Notice issued with Request for Information (See Additional Information section for details of how to respond to the the Request for Information).
2. Contract Notice/ Call for Competition
3. Invitation to Tender
4. Negotiations
5. Contract Award

### **II.2.6) Estimated value**

Value excluding VAT: £20,000,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing**

## **system**

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

It is anticipated that the contract will be for a period of 72 months with the option to extend for an additional 36 months in total, proposed as 3 x 1 year extensions. The initial period is inclusive of any required mobilisation activities.

### **II.2.11) Information about options**

Options: Yes

Description of options

Details relating to options will be included in the call for competition.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

The estimated maximum value is 20000000 GBP (ex VAT) in this notice and is based on 9 years, if extension periods and options for additional work are used. As there are pricing elements that are based on volume, the contract does enable the Purchaser potentially to spend beyond this value during the contract (note: the estimated maximum value is not guaranteed).

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

8 October 2024

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

At the call for competition stage, relevant selection criteria will be included in the Single Procurement Document (SPD) Scotland module.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

A Request for Information questionnaire is available on Public Contracts Scotland Tender. To access the Request for Information please register with the following website and enter the code "project\_26877".

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Please complete the Request for Information questionnaire and respond as detailed in the instructions within the document. This is a market testing exercise which will be used to refine our requirements.

Please also register your interest in this notice by following the instructions below.

Please note key dates below -

Register to attend Supplier Awareness Event

18 July 2024 12:00:00 Midday

Supplier Awareness Event

22 July 2024 15:00-17:00

Supplier questions deadline

25 July 2024 12:00:00 Midday

Return of Request for Information

29 July 2024 12:00:00 Midday

NOTE: To register your interest in this notice and obtain any additional information please

visit the Public Contracts Scotland Web Site at  
[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=768139](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=768139).

(SC Ref:768139)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Edinburgh Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom