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Tender

SSE Airtricity - Contact Centre as a Service (CCaaS)

SSE SERVICES PLC

F05: Contract notice – utilities

Notice identifier: 2021/S 000-022036

Procurement identifier (OCID): ocds-h6vhtk-02dd83

Published 6 September 2021, 12:52pm

Section I: Contracting entity

I.1) Name and addresses

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

Contact

Mark Harvey

Email

mark.harvey@sse.com

Telephone

+44 1738341756

Country

United Kingdom

NUTS code

UKN - Northern Ireland

Internet address(es)

Main address

<https://sse.app.iaggaer.com/>

Buyer's address

<https://sse.app.iaggaer.com/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://sse.app.iaggaer.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Other activity

IT Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SSE Airtricity - Contact Centre as a Service (CCaaS)

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Supply of IT Services - Contact Centre as a Service SAAS Solution to replace existing system and infrastructure.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services
- 72300000 - Data services
- 72400000 - Internet services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72700000 - Computer network services
- 72800000 - Computer audit and testing services

- 72900000 - Computer back-up and catalogue conversion services
- 73000000 - Research and development services and related consultancy services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Supply of IT Services (Software as a Service Solution for Contact Telephony Centre (s). The solution should be a SaaS based offering allowing access by Call Centre agents based in ROI & NI to make/receive inbound/outbound calls supporting a variety of different business areas across SSE Airtricity.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

2 x 1 Additional Optional Years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

2 x 1 Year Optional Extension Years

II.2.14) Additional information

Access to all documentation relating to this notice can be accessed via the Opportunities Link at the following page <https://sse.app.jaggaer.com/>

Responses to the opportunity should be submitted to Ccaastender@sse.com

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

8 October 2021

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

SSE

Perth

Country

United Kingdom