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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](mailto:mark.harvey@sse.com)

#### **Telephone**

+44 1738341756

#### **Country**

United Kingdom

**NUTS code**

UKN - Northern Ireland

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://sse.app.jaggaer.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

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**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](mailto: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

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## **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