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Planning

Soft Market Test - Cloud-hosted Omnichannel Contact Centre Solution

Torus62 Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-022586

Procurement identifier (OCID): ocids-h6vhtk-035ed9

Published 16 August 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Torus62 Ltd

Helena Central, 4 Corporation Street

St.Helens

WA9 1LD

Contact

Eamonn Cullen

Email

eamonn.cullen@torus.co.uk

Telephone

+44 7718707048

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<https://www.torus.co.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Soft Market Test - Cloud-hosted Omnichannel Contact Centre Solution

II.1.2) Main CPV code

- 79512000 - Call centre
 - RC05 - In information technology

II.1.3) Type of contract

Services

II.1.4) Short description

Torus are looking to implement a Cloud Omni-Channel Contact Centre platform to replace our existing on-premise contact centre solution.

Full details of the requirement can be found in the Soft Market Response document contained within the linked exercise.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Torus are looking to implement a Cloud Omni-Channel Contact Centre platform to replace our existing on-premise contact centre solution.

II.3) Estimated date of publication of contract notice

16 August 2022

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: No

Section VI. Complementary information

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-St.Helens:-Call-centre./Q846ZMMR85>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/Q846ZMMR85>

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