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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): ocds-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](mailto: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

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**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

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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: No

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## **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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