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Not applicable

## **Contact Centre as a Service**

Norfolk County Council

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-022618

Procurement identifier (OCID): ocds-h6vhtk-03d5e7

Published 3 August 2023, 3:00pm

## **Section I: Contracting authority/entity**

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

## **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

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## **Section II: Object**

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

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

Contact Centre as a Service

Reference number

2023/S 000-019650

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Norfolk County Council wishes to procure a new contact centre as a service. Norfolk County Council currently has a managed contact centre service, which is used by six service areas. Norfolk County Council IT have full admin rights to the system, which we wish to retain for our replacement system. The current contract ends on 31st March 2024. The primary drivers are: to improve security, resilience, user experience and flexibility to enable increased use of cloud services. The contract also includes services for the migration from the current legacy system.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2023/S 000-019650](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

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

Instead of

Date

11 August 2023

Local time

9:00am

Read

Date

18 August 2023

Local time

10:00am

Section number

IV.2.7

Place of text to be modified

#### IV.2.7 Conditions for opening of tenders

Instead of

Date

11 August 2023

Local time

9:05am

Read

Date

18 August 2023

Local time

10:05am