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Tender

## **AHG\_000586 - Contact Centre Technology (CS69)**

Anchor Hanover Group

F02: Contract notice

Notice identifier: 2023/S 000-023067

Procurement identifier (OCID): ocds-h6vhtk-03ede0

Published 8 August 2023, 1:06pm

### **Section I: Contracting authority**

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

Anchor Hanover Group

Bradford

BD1 2ST

#### **Contact**

Alex Holdsworth

#### **Email**

[procurement@anchor.org.uk](mailto:procurement@anchor.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKE41 - Bradford

## **Internet address(es)**

Main address

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1301>

## **I.3) Communication**

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

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1301>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1301>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1301>

## **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**

AHG\_000586 - Contact Centre Technology (CS69)

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

- 64215000 - IP telephone services

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

Services

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

We need an organisation to implement, manage and support a modern contact centre technology platform to support our customer service strategy.

Alongside the traditional features of contact centre technology we're also looking for products that offer other wider capabilities such as:

- ? Connecting different channels like messaging, video, and social media
- ? Delivering self-service solutions through chatbots and virtual agents
- ? Analysing conversations to provide useful insights

#### **II.1.5) Estimated total value**

Value excluding VAT: £1

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKE41 - Bradford

#### **II.2.4) Description of the procurement**

The current contact centre technology (Cisco Call Manager) was implemented in 2013 as part of a wider Voice and Data project. It is a Cisco product that is fully hosted and managed by a third party. The solution no longer meets Anchor's business needs and is no longer aligned with Anchor's technology strategy.

Additionally, in response to the pandemic a cloud telephony solution, Ring Central, was quickly implemented to support homeworking.

This project seeks to procure and implement a new solution to reduce the number of telephony platforms within Anchor, that will be able to support the future organisational needs of Anchor, with the housing business being a priority and allow Anchor to maximise its investments in technology through a platform that will seamlessly integrate with other telephony and customer focussed applications.

Anchor's current inbound/outbound communication methods are independent of each other, with no single overall view of customer interaction. A new modern platform will give this capability, with the ability to expand and add other methods of communication through the omni-channel functionality as Anchor enhances its customer service offering.

Anchor will also be embarking on a project to address the overall telephony platform moving to Microsoft Teams and expect the successful supplier to be in a position to support the new platform in due course - please note that it isn't part of this procurement.

#### **II.2.5) Award criteria**

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

#### **II.2.6) Estimated value**

Value excluding VAT: £1

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

Start date

8 August 2023

This contract is subject to renewal

Yes

Description of renewals

3 year initial period with 1+1 year extension available

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

We are open to more than one proposal per bid if different technology platforms are available.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.2) Conditions related to the contract**

##### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **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

29 September 2023

Local time

11:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

8 August 2023

#### **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.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The SQ & ITT will run concurrently so bidders will have to complete both stages at the same time.

Anchor will score all SQ responses and invite a maximum number of suppliers to ITT stage.

Anchor will only score the ITT of those suppliers who are invited from the SQ.

There will be a presentation/interview as part of the process.

The SQ can be accessed here: <https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1301>

The ITT can be accessed here: <https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1302>

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Leeds Combined Court Centre

1 Oxford Row

Leeds

LS1 3BG

Country

United Kingdom