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Tender

Contact Centre Software (Microsoft 365 Platform)

THRIVE HOMES LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-023517

Procurement identifier (OCID): ocds-h6vhtk-02e350

Published 22 September 2021, 8:38am

Section I: Contracting authority

I.1) Name and addresses

THRIVE HOMES LIMITED

Westside

Hemel Hempstead

HP3 9TD

Email

procurement@thrivehomes.org.uk

Country

United Kingdom

NUTS code

UKH2 - Bedfordshire and Hertfordshire

Internet address(es)

Main address

www.thrivehomes.org.uk

I.3) Communication

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

<https://xantive.supplierselect.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://xantive.supplierselect.com>

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

Contact Centre Software (Microsoft 365 Platform)

Reference number

TH2288

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The provision of contact centre software within a Microsoft 365 platform

II.1.5) Estimated total value

Value excluding VAT: £470,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH2 - Bedfordshire and Hertfordshire

II.2.4) Description of the procurement

Thrive wants to embark on a business transformation programme which will improve front and back end services for both customers and colleagues. The way in which the social

housing sector makes use of IT is undergoing a radical change, often utilising cloud-based technologies that allow information to flow seamlessly throughout an organisation, ideally suited to an agile and mobile operating environment.

Thrive's Strategic Framework includes strategic objectives for customers, staff, and technology. The strategic objectives of "a good place to work" wants to see more people work remotely and recognise that a "one size fits all" model doesn't meet the expectations of different generations. In respect of the technology the strategic objectives are to develop the role of technology to improve operational efficiency and effectiveness for both customers and staff.

To meet these strategic objectives, it is clear that the number of different applications and it uses, as this complexity is hindering achievement of its strategic objectives, which is

concentrated around growth, financial resilience, enhanced working environment and a fair deal for customers.

In March 2021 Thrive's board agreed a business case to deploy the Microsoft 365 technology stack over a three-year programme in the form of an Enterprise Resource Planning tool replacing legacy systems. Procurement is underway for all solutions.

It is anticipated that this contract will mobilise January 2022 with Go Live by April 2022.

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: £470,000

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

Duration in months

72

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for an initial term of 48 months with two optional 12 month extension periods

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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

25 October 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

25 October 2021

Local time

1:00pm

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

Thrive Homes

Hemel Hempstead

Country

United Kingdom