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Opportunity

## **Contact Centre Software (Microsoft 365 Platform)**

THRIVE HOMES LIMITED

F02: Contract notice

Notice reference: 2021/S 000-023517

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](mailto:procurement@thrivehomes.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH2 - Bedfordshire and Hertfordshire

#### **Internet address(es)**

Main address

[www.thrivehomes.org.uk](http://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

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## **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

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## **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

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## **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