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Planning

Call Centre Solution

Southern Housing

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-029029

Procurement identifier (OCID): ocids-h6vhtk-040745

Published 2 October 2023, 4:49pm

Section I: Contracting authority

I.1) Name and addresses

Southern Housing

59-61 Clerkenwell Road

London

EC1M 5LA

Email

procurement@southernhousing.org.uk

Telephone

+44 8001216060

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<http://www.southernhousing.org.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8521

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

www.mytenders.co.uk

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

Call Centre Solution

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

To procure a cloud omni-channel contact centre solution for contact centre teams to use to communicate with residents, customers, and colleagues. This shall allow for multiple different incoming and outgoing channel types, seamless switching between them, and integrate with organisational systems to ensure a seamless customer and colleague experience. The solution shall also be future facing and have a product roadmap showing how it will develop over the contract period.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 51300000 - Installation services of communications equipment
- 64210000 - Telephone and data transmission services
- 64220000 - Telecommunication services except telephone and data transmission services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)
- UKI - London

II.2.4) Description of the procurement

To procure a cloud omni-channel contact centre solution for contact centre teams to use to communicate with residents, customers, and colleagues.

II.3) Estimated date of publication of contract notice

16 October 2023

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: Yes

Section VI. Complementary information

VI.3) Additional information

We plan to issue our tender for our omni-channel contact centre solution on 16 October.

We are holding a webinar on Wednesday 25 October at 10am to give bidders the opportunity to understand who we are, what we want and the option to ask some questions.

If you would like to be invited to this please email john.gibbons@southernhousing.org.uk to be invited.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=230409.

(MT Ref:230409)