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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): ocds-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](mailto: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](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](http://www.mytenders.co.uk)

**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**

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

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## **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

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## 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](mailto: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](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=230409).

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