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Contract

FW Service - Cloud Contact Management - Multi 0124

SSE plc

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-037208

Procurement identifier (OCID): ocds-h6vhtk-044c12

Published 18 November 2024, 2:13pm

Section I: Contracting entity

I.1) Name and addresses

SSE plc

200 Dunkeld Road

Perth

PH1 3AQ

Email

bekka.scally@sse.com

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.sse.com/>

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

FW Service - Cloud Contact Management - Multi 0124

II.1.2) Main CPV code

- 72210000 - Programming services of packaged software products

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement of Contact Centre as a Service (CCaaS) solution to replace the existing Distribution Customer Services contact centre infrastructure.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Procurement of Contact Centre as a Service (CCaaS) solution to replace the existing Distribution Customer Services contact centre infrastructure.

II.2.5) Award criteria

Quality criterion - Name: Delivery Approaches / Weighting: 20

Quality criterion - Name: Functional Requirements / Weighting: 25

Quality criterion - Name: Non-Functional Requirements / Weighting: 15

Quality criterion - Name: Service Management / Weighting: 5

Quality criterion - Name: Architecture / Weighting: 20

Quality criterion - Name: Security / Weighting: 10

Quality criterion - Name: Terms and Conditions / Weighting: 5

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-009498](#)

Section V. Award of contract

Title

FW Service - Cloud Contact Management - Multi 0124

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 November 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Accenture (UK) Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

SSE

Perth

Country

United Kingdom