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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: <u>2024/S 000-009498</u>

## 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