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Contract

NNC- Enterprise Telephony

North Northamptonshire Council

F03: Contract award notice

Notice identifier: 2023/S 000-000359

Procurement identifier (OCID): ocids-h6vhtk-039573

Published 6 January 2023, 11:38am

Section I: Contracting authority

I.1) Name and addresses

North Northamptonshire Council

The Cube, George Street

CORBY

NN171QG

Contact

North Northamptonshire Procurement Team

Email

procurement@northnorthants.gov.uk

Telephone

+44 3001263000

Country

United Kingdom

Region code

UKF25 - North Northamptonshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.northnorthants.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NNC- Enterprise Telephony

Reference number

NNC00000236

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

North Northamptonshire Council (hereafter referred to as the "Council") is seeking a suitably qualified and experienced Supplier to provide enterprise telephony, including IT infrastructure, architecture, and contact centre.

To provide a cloud-hosted Software as a Service (hereafter referred to as "SaaS") telephony solution that will provide the functionality detailed in this Specification and all supporting documents, as well as software licence, support & maintenance, upgrade paths, and roadmap.

To provide the Council with modern and flexible software services that meet customer's needs, without technical staff requiring bespoke telephony knowledge and skills.

To provide the Council with a unified capable telecommunication solution that meets the requirements of this Specification and all supporting documents. Based on current demand across the Council estate, there are approximately 4,100 calls received daily into Customer Services, departmental extensions and extensions associated with individual members of staff. Using this figure gives a projected twelve-month figure of 1,074,382 calls received. For outbound calls, the figures are approximately 2,120 daily and 551,358 yearly.

The Supplier must oversee implementation of the technology and co-ordinate activities through the Council's project management team. The implementation will include all aspects of the product including assistance as required, to deploy and configure software.

Porting of the Council's existing number ranges, and implementation of all required set-up for call centre and hunt / call groups.

Training for technical administrative staff, Learning & Development training staff, super users/change champions and the provision of training documentation for all other users.

To enable integration with inhouse compatibilities such as Microsoft Teams, Outlook, Income management system, Revenues and Benefits system, payment systems and the Customer Relationship Management system for customer services to increase efficiency and can scale to meet the needs of the Council.

The Contract will run for a minimum of thirty-six (36) Months, with the option for two (2) further twelve (12) Month extensions, in essence a maximum sixty (60) Month Contract.

Suppliers identified on the Crown Commercial Service (hereafter referred to as "CCS") Network Services 2 (RM3808) framework agreement will be engaged directly to understand whether they wish to take part in this mini competition.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.2.3) Place of performance

NUTS codes

- UKF2 - Leicestershire, Rutland and Northamptonshire

Main site or place of performance

Variety of offices within North Northamptonshire Council geographical area.

II.2.4) Description of the procurement

Awarded contract - This means that the contract has been awarded to a supplier.

Contract summary

Industry

Radio, television, communication, telecommunication and related equipment - 32000000

Telecommunications services - 64200000

Location of contract

East Midlands

Value of contract

£3,000,000

Procurement reference

NNC00000236

Published date

6 December 2022

Closing date

19 September 2022

Closing time

12pm

Contract start date

3 January 2023

Contract end date

2 January 2028

Contract type

Service contract

Procedure type

Call-off from a framework agreement

What is a call-off from a framework agreement?

Contract is suitable for SMEs?

Yes

Contract is suitable for VCSEs?

Yes

Description

North Northamptonshire Council (hereafter referred to as the "Council") is seeking a suitably qualified and experienced Supplier to provide enterprise telephony, including IT infrastructure, architecture, and contact centre.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.14) Additional information

This procurement is being managed and awarded through the Mini Competition option of Lot 4 (Inbound Telephony Services) of the Crown Commercial Service Framework Agreement for Network Services 2 (Ref No. RM3808).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This procurement is being managed and awarded through the Mini Competition option of Lot 4 (Inbound Telephony Services) of the Crown Commercial Service Framework Agreement for Network Services 2 (Ref No. RM3808).

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 December 2022

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

8x8 (UK) Ltd

The Relay Building, 114 Whitechapel High Street

London

E1 7PT

Country

United Kingdom

NUTS code

- UKI5 - Outer London – East and North East

Companies House

05083841

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,169,838

Section VI. Complementary information

VI.3) Additional information

This procurement was managed and awarded through the Mini Competition option of Lot 4 (Inbound Telephony Services) of the Crown Commercial Service Framework Agreement for Network Services 2 (Ref No. RM3808).

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Court of Justice, Strand

London

WC2A 2LL

Country

United Kingdom