

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000882-2023>

Tender

## **Supply of an Enterprise Voice and Customer Contact Centre Solution**

Itica Limited

F02: Contract notice

Notice identifier: 2023/S 000-000882

Procurement identifier (OCID): ocds-h6vhtk-0396bd

Published 11 January 2023, 5:07pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Itica Limited

Davison House, North Street

CB1 1BH

BN11 1ER

#### **Contact**

Neville Brown

#### **Email**

[neville.brown@itica.com](mailto:neville.brown@itica.com)

#### **Telephone**

+44 7771810621

#### **Country**

United Kingdom

**NUTS code**

UKJ27 - West Sussex (South West)

**Internet address(es)**

Main address

[www.worthing-homes.org.uk](http://www.worthing-homes.org.uk)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA20962](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA20962)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.mytenders.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://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**

Supply of an Enterprise Voice and Customer Contact Centre Solution

#### **II.1.2) Main CPV code**

- 32524000 - Telecommunications system

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Supply, implementation and support of a hosted enterprise voice and customer contact management solution.

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ27 - West Sussex (South West)

Main site or place of performance

Davison House, Worthing

#### **II.2.4) Description of the procurement**

Supply and implementation of services / capabilities covering our enterprise voice and customer contact management, for example;

- o Dial-plan management for 100 users of standard telephony services
- o 'Work Anywhere'
- o Voicemail
- o DDI call routing including interfacing with our SIP services
- o IVR for main number and contact centre
- o Call handling / routing
- o Task management
- o Call recording, including PCI / DSS
- o Integration with Civica Cx (Housing Management System) and Microsoft O365
- o Service reporting
- o AI capabilities, for example 'virtual' agents
- o Omni-channel management

#### **II.2.5) Award criteria**

Quality criterion - Name: Functional Requirements - Phase 1 / Weighting: 20

Quality criterion - Name: Functional Requirements - Phase 2 / Weighting: 20

Quality criterion - Name: Non-Functional Requirements / Weighting: 5

Quality criterion - Name: Professional Services / Weighting: 10

Quality criterion - Name: Service & Support / Weighting: 15

Quality criterion - Name: Demonstrations / Weighting: 10

Price - Weighting: 20

#### **II.2.6) Estimated value**

Value excluding VAT: £300,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Annually for a period of 5 years after initial term

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Phase 2 Requirements as defined in ITT Part Section A2

### **II.2.13) Information about European Union Funds**

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

### **II.2.14) Additional information**

See ITT Documentation

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

See ITT Documents

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

10 February 2023

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

10 February 2023

Local time

1:00pm

Place

Davison House

Information about authorised persons and opening procedure

Andy Wyatt, Procurement

Lou Laraway - Head of Finance and IT

---

**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.3) Additional information**

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=228446](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=228446).

The buyer has indicated that it will accept electronic responses to this notice via the

Postbox facility. A user guide is available at  
[https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:228446)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>