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Contract

## **Contact Centre as a Service**

The Corporate Officer of the House of Commons and The Corporate Officer of the House of Lords (acting jointly)

F03: Contract award notice

Notice identifier: 2025/S 000-000887

Procurement identifier (OCID): ocds-h6vhtk-046a4d

Published 10 January 2025, 3:21pm

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

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

The Corporate Officer of the House of Commons and The Corporate Officer of the House of Lords (acting jointly)

Parliament Square

LONDON

SW1A 0AA

#### **Contact**

Suzanna Faria-Johnston

#### **Email**

[pcd@parliament.uk](mailto:pcd@parliament.uk)

#### **Country**

United Kingdom

**Region code**

UKI32 - Westminster

**National registration number**

210715608

**Internet address(es)**

Main address

<https://www.parliament.uk/>

Buyer's address

<https://www.parliament.uk/>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

IT Communications

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Contact Centre as a Service

Reference number

PI1301657

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

- 64214200 - Telephone switchboard services

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

Services

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

A solution for a secure, scalable & resilient Contact Centre as a Service (“CCaaS”) that integrates with the Authority’s Telephony service and data sources (Active Directory, ServiceNow, etc).

#### **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: £1,372,300

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

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

NUTS codes

- UKI32 - Westminster

Main site or place of performance

UK Parliament

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

A solution for a secure, scalable & resilient Contact Centre as a Service (“CCaaS”) that integrates with the Authority’s Telephony service and data sources (Active Directory, ServiceNow, etc).

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Options: Yes

Description of options

The contract has an initial term of 5 years. The final 2 years of the contract are optional

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

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

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-016457](#)

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## **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**

12 November 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 5

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

#### **V.2.3) Name and address of the contractor**

KERV EXPERIENCE LIMITED

1 Finsbury Avenue

London

EC2M 2PF

Country

United Kingdom

NUTS code

- UKI32 - Westminster

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,000,000

Total value of the contract/lot: £1,372,300

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## Section VI. Complementary information

### VI.4) Procedures for review

#### VI.4.1) Review body

The Corporate Officer of the House of Commons and The Corporate Officer of the House of Lords (acting jointly)

Parliament Square

LONDON

SW1A 0AA

Email

[PCD@Parliament.uk](mailto:PCD@Parliament.uk)

Country

United Kingdom

Internet address

<https://www.parliament.uk/>