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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

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

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](#)

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

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

Country

United Kingdom

Internet address

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