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Contract

Supply of an Enterprise Voice and Customer Contact Centre Solution

Itica Limited

F03: Contract award notice

Notice identifier: 2023/S 000-001022

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

Published 12 January 2023, 5:13pm

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

Telephone

+44 7771810621

Country

United Kingdom

NUTS code

UKJ27 - West Sussex (South West)

Internet address(es)

Main address

www.worthing-homes.org.uk

Buyer's address

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.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.1.6) 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.2.11) 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 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: [2023/S 000-000882](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(MT Ref:228455)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

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>