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

#### **Telephone**

+44 7771810621

#### **Country**

United Kingdom

**NUTS code**

UKJ27 - West Sussex (South West)

**Internet address(es)**

Main address

<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.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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**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

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

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## **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)

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## **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](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>