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Contract

Contact Centre Software Solution

Bournemouth Christchurch and Poole Council

F03: Contract award notice

Notice identifier: 2021/S 000-001552

Procurement identifier (OCID): ocds-h6vhtk-028d66

Published 26 January 2021, 3:03pm

Section I: Contracting authority

I.1) Name and addresses

Bournemouth Christchurch and Poole Council

Town Hall, Bourne Avenue

Bournemouth

BH2 6DY

Contact

Strategic Procurement Team

Email

procurement@bcpcouncil.gov.uk

Country

United Kingdom

NUTS code

UKK2 - Dorset and Somerset

Internet address(es)

Main address

www.bcpCouncil.gov.uk

Buyer's address

<https://www.supplyingthesouthwest.org.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Software Solution

Reference number

DN515954

II.1.2) Main CPV code

- 48500000 - Communication and multimedia software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

BCP Council are actively progressing on a unified Cloud Voice journey, with Microsoft Teams recently selected as the modern platform of choice.

The migration of voice/telephony services to Teams Cloud Voice is soon to be completed by the BCP Council's Unified Comms (UC) Team, with a focus to date on delivering core business functionality to its connected workforce.

A concluding part of BCP's UC transformation is a migration away from the existing on-premises Contact Centre platform, with Anywhere365's 'Dialogue Cloud'. The migration has been requested to take place across two phases, delivering end-state contact centre functionality for 200 BCP Council 'Agents'.

The urgency of this requirement has been expedited as a result of the ongoing COVID-19 pandemic.

The supplier will supply the up-front transaction of the 3-year Anywhere365 platform costs, as well as providing technical consultancy to ensure end-end activities are fully documented. The supplier will also provide initial triage and escalation support to BCP.

The Supplier will also provide the Council with first line triage support (with escalation to Anywhere365 as appropriate) with an option to bolt-on our Technical Design Authority Service.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £422,061 / Highest offer: £703,435 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48600000 - Database and operating software package

- 48200000 - Networking, Internet and intranet software package
- 48500000 - Communication and multimedia software package
- 72220000 - Systems and technical consultancy services
- 72266000 - Software consultancy services

II.2.3) Place of performance

NUTS codes

- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

The Council has awarded a contract for a Contact Centre Solution for BCP Council's Customer Services Unit.

The contract starts on 27 December 2020 and ends on 26 December 2023 with the option to extend annually for a further two years. Therefore, if all extensions were taken the full length of the contract would be for five years.

II.2.5) Award criteria

Cost criterion - Name: Cost / Weighting: 100

II.2.11) Information about options

Options: Yes

Description of options

The contract starts on 27 December 2020 and ends on 26 December 2023 with the option to extend annually for a further two years. Therefore, if all extensions were taken the full length of the contract would be for five years.

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

Award of a contract without prior publication of a call for competition in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

The contract has been awarded without prior publication in accordance with paragraph (2)(c) of Regulation 32 - for reasons of extreme urgency brought about by events unforeseeable by the contracting authority, the time limits for the open or restricted procedures or competitive procedures with negotiation cannot be complied with.

The urgency of this requirement has been expedited as a result of the ongoing COVID-19 pandemic. There is an urgency to respond to the impact of COVID-19 by ensuring that there is no loss of existing service provision at the Council that could have public health risks if this service provision is not available. COVID-19 was unforeseeable and the consequences of the urgent need to the change of delivering service provision could not have been predicted.

There is insufficient time to run an accelerated procurement under the open or restricted procedures or competitive procedure with negotiation.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

DN515954

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 December 2020

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

Transparency Solutions Ltd

9 Nimrod Way

Ferndown

BH21 7UH

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

National registration number

09420434

The contractor is an SME

No

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

Lowest offer: £422,061 / Highest offer: £703,435 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Courts of Justice

The Royal Court of Justice

London

WCA 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

High Courts of Justice

The Royal Court of Justice

London

WCA 2LL

Country

United Kingdom