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Tender

## **Teams Contact Centre software solution**

Cantium Business Solutions Ltd

F02: Contract notice

Notice identifier: 2023/S 000-003974

Procurement identifier (OCID): ocds-h6vhtk-03a42d

Published 9 February 2023, 10:38am

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

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

Cantium Business Solutions Ltd

1 Abbey Wood Road

Kings Hill, West Malling

ME19 4YT

#### **Email**

[contractsprocurement@cantium.solutions](mailto:contractsprocurement@cantium.solutions)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.cantium.solutions](http://www.cantium.solutions)

Buyer's address

[www.cantium.solutions](http://www.cantium.solutions)

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=024f971a-62a8-ed11-811f-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=024f971a-62a8-ed11-811f-005056b64545>

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

Body governed by public law

### **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Teams Contact Centre software solution

Reference number

DN651139

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Cantium Business Solutions (Cantium) is a Local Authority Trading Company (LATCo), whose ultimate parent company is Kent County Council (KCC). Cantium provides ICT Managed Services to its customers across the UK within the Education, Local Authority, Health, and the Private sector. As a LATCo, we are proud of our Public Sector heritage, which has given us a foundation in business delivery and infrastructure insight. This uniquely enables us to drive innovation and progressive practices to deliver the best value for our clients.

Cantium is looking for a Teams Contact Centre Software Solution for use primarily by ourselves but with the option to resell to our customers.

Any contractual offer made will be against a zero-value agreement as any sales will be based on best value for ourselves and for our customers.

This Agreement is for a 36 months term based on an initial fixed 12 month period, after which a 3 months break clause may be applied to the balance of the term by the buyer. The contract will expire in its entirety after the 36 months unless the break clause is applied earlier, or it is extended.

The buyer has the right to request up to two x 12-month extensions to this contract, providing the supplier with a minimum notice of 30 days prior to the contract end date. Therefore, the maximum possible contract length will be 60 months.

Further background and technical information can be found within the Invitation to Tender (ITT) documentation.

Expressions of interest will only be accepted via the Kent Business Portal. In order to submit your interest in this opportunity please select the 'Login and Express an Interest' button. Please note that to successfully submit your interest you will first need to register for a Supplier account.

Please direct all questions and communication through the Kent Business Portal via the Message facility. Communication will not be accepted via any other vehicle.

### **II.1.5) Estimated total value**

Value excluding VAT: £100,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

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

Quality criterion - Name: Pass / Fail Criteria / Weighting: 0

Quality criterion - Name: Mandatory (Non-Technical) Requirements / Weighting: 10

Quality criterion - Name: Technical Specification / Weighting: 30

Quality criterion - Name: General Requirements / Weighting: 20

Quality criterion - Name: Value-Added Services / Weighting: 15

Price - Weighting: 25

#### **II.2.6) Estimated value**

Value excluding VAT: £100,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

13 March 2023

Local time

5:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

14 March 2023

Local time

8:00am

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Cantium Business Solutions Ltd

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