

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006116-2024>

Tender

## **CITB Call Centre Call Recording Software**

Construction Industry Training Board

F02: Contract notice

Notice identifier: 2024/S 000-006116

Procurement identifier (OCID): ocds-h6vhtk-043cd7

Published 26 February 2024, 2:05pm

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

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

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

#### **Contact**

David Norfolk

#### **Email**

[citb-procurement@gov.sscl.com](mailto:citb-procurement@gov.sscl.com)

#### **Telephone**

+44 7935076443

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

United Kingdom

**Internet address(es)**

Main address

[www.citb.co.uk](http://www.citb.co.uk)

Buyer's address

[www.citb.co.uk](http://www.citb.co.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Software-package-and-information-systems./M758XZ4XSS>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Education

---

## **Section II: Object**

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

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

CITB Call Centre Call Recording Software

Reference number

PROC2024005

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

- 48000000 - Software package and information systems

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

Supplies

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

The Construction Industry Training Board (CITB) require a call recording solution to be implemented within their national contact centre that can interact with Microsoft Teams.

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

Value excluding VAT: £200,000

#### **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

Main site or place of performance

UNITED KINGDOM

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

The Construction Industry Training Board (CITB) have a requirement for call recording technology that can be implemented within their national contact centre and be able to interact with Microsoft Teams.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: £200,000

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

Duration in months

60

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

#### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/M758XZ4XSS>

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

---

## **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

2 April 2024

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

3 April 2024

Local time

9:00am

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Software-package-and-information-systems./M758XZ4XSS>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/M758XZ4XSS>

GO Reference: GO-2024226-PRO-25364648

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

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

Construction Industry Training Board

Bircham Newton

King's Lynn

PE31 6RH

Country

United Kingdom