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Contract

The Provision of a Strategic Customer Contact Platform (SCCP) and Speech Interactive Voice Response (IVR) Solution

South Gloucestershire Council

F03: Contract award notice

Notice identifier: 2021/S 000-006272

Procurement identifier (OCID): ocds-h6vhtk-029ff2

Published 26 March 2021, 5:08pm

Section I: Contracting authority

I.1) Name and addresses

South Gloucestershire Council

Council Offices, Badminton Road

Yate

BS37 5AF

Contact

Mr Nicholas Miller

Email

procurement@southglos.gov.uk

Country

United Kingdom

NUTS code

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Internet address(es)

Main address

<https://www.southglos.gov.uk>

Buyer's address

<https://www.southglos.gov.uk>

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

The Provision of a Strategic Customer Contact Platform (SCCP) and Speech Interactive Voice Response (IVR) Solution

Reference number

DN419194

II.1.2) Main CPV code

- 48333000 - Contact management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Provision of a Strategic Customer Contact Platform (SCCP) and Speech Interactive Voice Response (IVR) Solution

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: £483,143 / Highest offer: £1,320,395 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48314000 - Voice recognition software package
- 48512000 - Interactive voice response software package

II.2.3) Place of performance

NUTS codes

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

The Provision of a Strategic Customer Contact Platform (SCCP) and Speech Interactive Voice Response (IVR) Solution

II.2.5) Award criteria

Quality criterion - Name: Ability to meet requirements / Weighting: 50

Cost criterion - Name: Whole life cost / Weighting: 50

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2019/S 130-318439](#)

Section V. Award of contract

Contract No

DN419194

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 March 2021

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Modality Systems Ltd

St.Albans

Country

United Kingdom

NUTS code

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

The contractor is an SME

Yes

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

Lowest offer: £483,143 / Highest offer: £1,320,395 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

South Gloucestershire Council

Bristol

Country

United Kingdom