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Tender

## **The supply of a Cisco Webex Contact Centre and Direct Routing supporting infrastructure for Teams Phone**

Bristol City Council

F02: Contract notice

Notice identifier: 2022/S 000-007886

Procurement identifier (OCID): ocds-h6vhtk-032568

Published 23 March 2022, 3:10pm

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

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

Bristol City Council

Bristol City Council, City Hall, College Green

Bristol

BS1 5TR

#### **Contact**

Mr Cameron Graley

#### **Email**

[cameron.graley@bristol.gov.uk](mailto:cameron.graley@bristol.gov.uk)

#### **Telephone**

+44 7511934675

#### **Country**

United Kingdom

**NUTS code**

UKK11 - Bristol, City of

**Internet address(es)**

Main address

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

Buyer's address

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

**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=e0585da9-97aa-ec11-8112-005056b64545>

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=e0585da9-97aa-ec11-8112-005056b64545>

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

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

The supply of a Cisco Webex Contact Centre and Direct Routing supporting infrastructure for Teams Phone

Reference number

DN602795

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

- 48200000 - Networking, Internet and intranet software package

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

Supplies

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

Bristol City Council wishes to appoint a provider for the supply of a Cisco WebEx Contact Centre Solution, Microsoft Teams Phone Direct Routing and the supporting SIP Trunking infrastructure. The council is wishing to procure Software as a Service (SaaS) licensing, alongside associated services including but not limited to implementation & support, alongside partner services & provision.

The contract term will be 5 years, with 2x1 year optional extensions.

The period for responses to this tender is 28/03/2022 - 06/05/2022 inclusive.

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48500000 - Communication and multimedia software package

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

NUTS codes

- UKK11 - Bristol, City of

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

Bristol City Council wishes to appoint a provider for the supply of a Cisco WebEx Contact Centre Solution, Microsoft Teams Phone Direct Routing and the supporting SIP Trunking infrastructure. The council is wishing to procure Software as a Service (SaaS) licensing, alongside associated services including but not limited to implementation & support, alongside partner services & provision.

The contract term will be 5 years, with 2x1 year optional extensions.

The period for responses to this tender is 28/03/2022 - 06/05/2022 inclusive.

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

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

2x 12 month optional extensions

#### **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

## **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

6 May 2022

Local time

12:00pm

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

English

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

Date

9 May 2022

Local time

9:00am

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## **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**

High Court of England & Wales

London

Country

United Kingdom