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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.gralev@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

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

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