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Contract

## Contact Centre Telephony

Warwickshire County Council

F03: Contract award notice

Notice identifier: 2023/S 000-008257

Procurement identifier (OCID): ocds-h6vhtk-03b4ec

Published 22 March 2023, 9:39am

### Section I: Contracting authority

#### I.1) Name and addresses

Warwickshire County Council

Shire Hall, Market Square

WARWICK

CV344RL

#### Email

[procurement@warwickshire.gov.uk](mailto:procurement@warwickshire.gov.uk)

#### Country

United Kingdom

#### Region code

UKG13 - Warwickshire

#### Justification for not providing organisation identifier

Not on any register

**Internet address(es)**

Main address

[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

Buyer's address

[www.warwickshire.gov.uk/procurement](http://www.warwickshire.gov.uk/procurement)

**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**

Contact Centre Telephony

**II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Warwickshire County Council (the "Council") is seeking a Supplier to provide a Contact Centre telephony solution/service (the "Solution").

The Solution must include the following core requirements:

- be cloud-based and delivered as software as a service ("SaaS") through standard web

browsers, which must include but is not limited to Google Chrome, Microsoft Edge, Apple Safari and Mozilla Firefox, with no client installation of the Solution required;

- capable of integration with the Council's existing infrastructure and applications (e.g., CRM, workflow management tools, Council SIP trunks, etc.), preferably via fully documented and open APIs;
- able to fully integrate with Microsoft Teams;
- capable of delivering omnichannel communications including IVR;
- scalable user numbers with the capacity to accommodate over 750 total users and over 300 concurrent users.

The Solution must further allow select Council users to perform day-to-day administration tasks including:

- managing user accounts (where this is not performed through federated ID management);
- recording voice messages;
- editing form options; and
- managing call queues.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £755,034.31

### **II.2) Description**

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

NUTS codes

- UKG - West Midlands (England)

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

Warwickshire County Council (the "Council") is seeking a Supplier to provide a Contact

Centre telephony solution/service (the "Solution").

The Solution must include the following core requirements:

- be cloud-based and delivered as software as a service ("SaaS") through standard web browsers, which must include but is not limited to Google Chrome, Microsoft Edge, Apple Safari and Mozilla Firefox, with no client installation of the Solution required;
- capable of integration with the Council's existing infrastructure and applications (e.g., CRM, workflow management tools, Council SIP trunks, etc.), preferably via fully documented and open APIs;
- able to fully integrate with Microsoft Teams;
- capable of delivering omnichannel communications including IVR;
- scalable user numbers with the capacity to accommodate over 750 total users and over 300 concurrent users.

The Solution must further allow select Council users to perform day-to-day administration tasks including:

- managing user accounts (where this is not performed through federated ID management);
- recording voice messages;
- editing form options; and
- managing call queues.

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

Cost criterion - Name: Solution must be within stipulated financial envelope / Weighting: 100

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

Options: Yes

Description of options

Option of extending by an additional 12 month period

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to restricted procedure

Explanation:

This contract was awarded under Regulation 32 of the Public Contracts Regulations 2015 following a further competition via CCS Framework RM3808 to which no suitable tenders were received

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

### **Title**

Contact Centre Telephony

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

22 February 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

Britannic Technologies Ltd

Guildford

GU4 7WA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

2097097

The contractor is an SME

Yes

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

Total value of the contract/lot: £755,034.31

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## **Section VI. Complementary information**

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

This contract was awarded under Regulation 32 of the Public Contracts Regulations 2015 following a further competition conducted via CSS Framework RM3808 to which no suitable tenders were received.

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

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

Royal Courts of Justice

London

Country

United Kingdom