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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

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

Buyer's address

www.warwickshire.gov.uk/procurement

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

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

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

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

GU4 7WA

Guildford

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

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