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Contract

Telephone Cloud Service Solution

Financial Services Compensation Scheme

F03: Contract award notice

Notice identifier: 2023/S 000-009440

Procurement identifier (OCID): ocids-h6vhtk-0363bf

Published 31 March 2023, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Email

Procurement@fscs.org.uk

Telephone

+44 2073758194

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.fscs.org.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephone Cloud Service Solution

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

FSCS has appointed Service Provider for a new Telephone Cloud Service Solution, this will cover licences, implementation, and support & maintenance.

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: £1,153,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

FSCS has appointed a Service Provider for a new Telephone Cloud Service Solution, this will cover licences, implementation, and support & maintenance.

II.2.5) Award criteria

Quality criterion - Name: Foundation Services / Weighting: 18

Quality criterion - Name: Future Services / Weighting: 12

Quality criterion - Name: Service Management / Weighting: 9

Quality criterion - Name: Implementation / Weighting: 12

Quality criterion - Name: Account Management inc Scalability / Weighting: 9

Quality criterion - Name: Key Contracting Principles / Weighting: 10

Cost criterion - Name: Cost / Weighting: 30

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-024062](#)

Section V. Award of contract

Title

Telephone Cloud Service Solution

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 March 2023

V.2.2) Information about tenders

Number of tenders received: 16

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

V.2.3) Name and address of the contractor

Britannic Technologies Limited

Britannic House, Merrow Business Park, Guildford

Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02097097

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,153,000

Section VI. Complementary information

VI.3) Additional information

This includes the option to extend annually for up-to five years. Therefore the contract duration is 2 years + 1 + 1+ 1 + 1+ 1

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=772664114>

GO Reference: GO-2023331-PRO-22445261

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

London

Country

United Kingdom