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Tender

Fixed Line Voting; IVR & MSDC

The British Broadcasting Corporation (BBC)

F02: Contract notice

Notice identifier: 2022/S 000-010778

Procurement identifier (OCID): ocds-h6vhtk-0330b8

Published 27 April 2022, 8:20am

Section I: Contracting authority

I.1) Name and addresses

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

Email

rebecca.chisholm@bbc.co.uk

Telephone

+44 1234567890

Fax

+44 1234567890

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.bbc.co.uk/supplying/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://bbc.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://bbc.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Broadcasting

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Fixed Line Voting; IVR & MSDC

Reference number

PROC2022 13

II.1.2) Main CPV code

- 48512000 - Interactive voice response software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The BBC is looking for suppliers to provide the telecommunications services and infrastructure for premium and non-premium rate promotions via interactive voice response (IVR), mobile short dial codes (MDSCs), or live call-handling. These will be either on the supplier's own platform with appropriate overflow where necessary or by use of mass-calling platforms. The fully managed service will include securing and maintaining numbers, testing, providing a support team to include account management and technical support, escalation and contingency plans, agreement of work orders and any project-specific special terms (if appropriate), data management and financial reconciliation, financial and other reporting, to be provided by the Supplier, or indirectly via sub-contractors. Section C – Specification Of Requirements of the Tender Documentation has further, detailed requirements.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

High Profile Live Events with Revenue Share

Lot No

1

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 will be predominately for Strictly Come Dancing, but may also include other high profile, live events where volumes are likely to be equivalent to Strictly Come Dancing and the BBC would wish to engage a supplier on a revenue share basis (if these become part of the BBC schedule although this is very unlikely).

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

Start date

25 July 2022

End date

24 July 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The frameworks initial term is for a period of 2 years. The Framework Agreements may be extended at the BBC's discretion by up to an additional 2 years. If the BBC wishes to exercise this option, it will give written notice to the successful provider no later than 90 days prior to the end of the initial term.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

This show is predicted to have 5 million call volumes (40% IVR / 60% MSDC), estimated for the entire run of the series and a vote window of 45 minutes, the final being 90 minutes in duration. This can manifest to a maximum of 150k calls per minute at peak moments.

II.2) Description

II.2.1) Title

Fixed Price IVR & MSDC Voting Events

Lot No

2

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 will provide services for Countryfile, and Sports Personality of the Year, as well as any other voting events of a similar scale. Lot 2 will also be the first point of contact for any extra IVR-MSDC, BBC Studios services and Independent Production services.

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

Start date

25 July 2022

End date

24 July 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The frameworks initial term is for a period of 2 years. The Framework Agreements may be extended at the BBC's discretion by up to an additional 2 years. If the BBC wishes to exercise this option, it will give written notice to the successful provider no later than 90 days prior to the end of the initial term.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Sports Personality of the Year is predicted to have 200,000 call volumes (25% IVR / 75% MSDC) estimated for the entire run of the series. This can manifest to a maximum of 70k calls per minute at peak moments.

Countryfile is predicted to have 20,000 call volumes estimated for the entire run of the series.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Where there is more than one economic operator, the BBC reserves the right to require a grouping of economic operators to take a particular legal form or to require a single economic operator to take primary liability or to require that each party undertakes joint and several liability.

Please register your interest in this project by taking the following steps: 1 - Register your company on the Jaggaer eSourcing portal (this is only required once): 1.1 Go to <https://bbc.bravosolution.co.uk> 1.2 - Click the link on the login page to register. 1.3 Accept the terms and conditions and click 'Continue'. 1.4 - Enter your correct business and user details. 1.5 - Note the username you chose and click 'Save' when complete. 1.6 - You will shortly receive an email with your temporary password. 2 - Express an interest in the tender: 2.1 - Login to the portal with the username/password. 2.2 - Click the 'PQQs/ITTs Open to all Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier). 2.3 - Click on the relevant PQQ/ITT to access the content. 2.4 - Click the 'Express Interest' button at the top of the page. This will move the PQQ/ITT into your 'My PQQs/My ITTs page. (This is a secure area reserved for your projects only. 2.5 - You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ITT Details' box. 3. Responding to the tender: 3.1 - Click 'My Response' under PQQ/ITT Details', you can

choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining). 3.2 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification. 3.3 - Note the deadline for completion, and then follow the onscreen instructions to complete the PQQ/ITT. There may be a mixture of online and offline actions for you to perform (there is detailed online help available). 3.4 You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance, please consult the online help, or contact the Jaggaer eSourcing help desk.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The Service Level Agreement is available in the Tender Documentation

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

25 May 2022

Local time

2:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

25 May 2022

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

VI.4) Procedures for review

VI.4.1) Review body

Business and Property Courts of England and Wales – TCC

Rolls Building, 7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.