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Contract

## **Telephony - Unified Communications and Contact Centre**

Sovini Ltd

F03: Contract award notice

Notice identifier: 2021/S 000-011562

Procurement identifier (OCID): ocds-h6vhtk-02b49c

Published 25 May 2021, 9:15am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Sovini Ltd

<https://sovini.co.uk/>, Unit 1, Heysham Road

Bootle

L30 6UR

#### **Contact**

Procurement Officer

#### **Email**

[Procurement@sovini.co.uk](mailto:Procurement@sovini.co.uk)

#### **Telephone**

+44 3337331200

#### **Country**

United Kingdom

**NUTS code**

UKD73 - Sefton

**Internet address(es)**

Main address

<https://sovini.co.uk/>

Buyer's address

<https://sovini.co.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Social protection

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Telephony - Unified Communications and Contact Centre

#### **II.1.2) Main CPV code**

- 32524000 - Telecommunications system

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Sovini intends to procure a unified communication platform and contact centre platform to support new business processes and future growth ambitions to enhance the group's digital / serve customer offer through more efficient technology.

#### **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: £449,701

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

#### **II.2.2) Additional CPV code(s)**

- 32412100 - Telecommunications network
- 32510000 - Wireless telecommunications system

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

NUTS codes

- UKD7 - Merseyside

Main site or place of performance

Merseyside

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

Sovini intends to procure a unified communication platform and contact centre platform to support new business processes and future growth ambitions to enhance the group's digital / serve customer offer through more efficient technology

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

Quality criterion - Name: Quality QUestions / Weighting: 30

Quality criterion - Name: Functional Specification / Weighting: 40

Cost criterion - Name: Price / 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

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### **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: Yes

#### **IV.2) Administrative information**

##### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 232-573846](#)

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

### **Title**

Telephony Platform

A contract/lot is awarded: Yes

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

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

7 April 2021

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

Number of tenders received: 13

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

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

Exponential-e Limited

100 Leaman Street

London

E1 8EU

Telephone

+44 8454704001

Country

United Kingdom

NUTS code

- UKI - London

National registration number

04499567

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £449,701

Total value of the contract/lot: £449,701

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## **Section VI. Complementary information**

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

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=589524897>

GO Reference: GO-2021524-PRO-18291082

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

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

The High Court

The Royal Court of Justice, Strand House

London

WC2A ZLL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Sovini will incorporate a voluntary minimum 10 calendar day standstill period at the point information on the award of

the contract is communicated to tenderers. This period allows unsuccessful tenderers to challenge the decision to

award the contract before it is executed/signed.