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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

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

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

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](#)

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 Lemman 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

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.