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Contract

## **CJ720 Clearing Contact Centre - RM6116 Network Services 3**

Leeds Beckett University

F03: Contract award notice

Notice identifier: 2024/S 000-012709

Procurement identifier (OCID): ocids-h6vhtk-02ed16

Published 18 April 2024, 4:05pm

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

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

Leeds Beckett University

Procurement, Bronte Hall, Headingley Campus

Leeds

LS6 3QW

#### **Contact**

Clare Jacklyn

#### **Email**

[c.jacklyn@leedsbeckett.ac.uk](mailto:c.jacklyn@leedsbeckett.ac.uk)

#### **Telephone**

+44 1138123119

#### **Country**

United Kingdom

**Region code**

UKE42 - Leeds

**Internet address(es)**

Main address

<https://www.leedsbeckett.ac.uk/>

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

Body governed by public law

**I.5) Main activity**

Education

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**Section II: Object**

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

**II.1.1) Title**

CJ720 Clearing Contact Centre - RM6116 Network Services 3

**II.1.2) Main CPV code**

- 72212510 - Communication software development services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

To procure a stand-alone Contact Centre solution that will provide the functionality for interactive voice response (IVR), queueing and recording calls with the potential to also support various/omni communication channel functionality ie text, webchat, social media, Whatsapp and email. Using the CCS Network Services 3 RM6116 framework, lot 4c

**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: £342,000

## **II.2) Description**

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

- 72212510 - Communication software development services

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

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Leeds

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

To procure a stand-alone Contact Centre solution that will provide the functionality for interactive voice response (IVR), queueing and recording calls with the potential to also support various/omni communication channel functionality ie text, webchat, social media, Whatsapp and email. Using CCS Network Services 3 Framework, RM6116.

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

Quality criterion - Name: Quality / Weighting: 75

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 15

### **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**

Restricted 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: [2022/S 000-032820](#)

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

### **Title**

CJ720 Clearing Contact Centre - RM6116 Network Services 3

A contract/lot is awarded: Yes

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

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

15 April 2024

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

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 0

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

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

Vodafone Limited

Vodafone House, The Connection

Newbury

RG14 2FN

Email

[paul.wilkinson1@vodafone.com](mailto:paul.wilkinson1@vodafone.com)

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

National registration number

01471587

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: £342,000

Total value of the contract/lot: £342,000

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## **Section VI. Complementary information**

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

To view this notice, please click here:

<https://neupc.delta-esourcing.com/delta/viewNotice.html?noticeId=848442281>

GO Reference: GO-2024418-PRO-25800910

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

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

Leeds Beckett University

Procurement, Bronte Hall, Headingley Campus

Leeds

LS6 3QW

Email

[c.jacklyn@leedsbeckett.ac.uk](mailto:c.jacklyn@leedsbeckett.ac.uk)

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