

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012709-2024>

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

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

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

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](#)

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

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

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

Telephone

+44 1138123119

Country

United Kingdom

Internet address

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