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Contract

Contact Centre Telephony - Anywhere 365 Call-Off Agreement

Halton Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-014312

Procurement identifier (OCID): ocds-h6vhtk-0500a7

Published 10 April 2025, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

Halton Borough Council

Municipal Building

Widnes

WA87QF

Contact

Pauline Lowe

Email

Pauline.Lowe@halton.gov.uk

Telephone

+44 1515118369

Country

United Kingdom

Region code

UKD71 - East Merseyside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.halton3.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Telephony - Anywhere 365 Call-Off Agreement

Reference number

DN771237

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Contact Centre Telephony - Anywhere 365 Call-Off Agreement via Framework

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: £317,554.81

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD71 - East Merseyside

II.2.4) Description of the procurement

Contact Centre Telephony - Anywhere 365 Call-Off Agreement via Framework

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct Award for Contact Centre Telephony - Anywhere 365 Call-Off Agreement via NHS Shared Business Services (SBS/19/AB/WAB/9411) Link: IT Solutions 2

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Phoenix Software Limited

Blenheim House, York Road, Pocklington

York

YO42 1NS

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02548628

The contractor is an SME

Yes

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

Total value of the contract/lot: £317,554.81

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Mark Reaney

Halton Borough Council, Municipal Buildings, Kingsway

Widnes

WA8 7QF

Country

United Kingdom