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Contract

CO0169 Contact Centre and Telephony Services

Essex County Council

F03: Contract award notice

Notice identifier: 2023/S 000-014795

Procurement identifier (OCID): ocds-h6vhtk-03cf10

Published 24 May 2023, 1:37pm

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Mr Mark Glenister

Email

mark.glenister@essex.gov.uk

Telephone

+44 3330136379

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.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

CO0169 Contact Centre and Telephony Services

Reference number

DN633412

II.1.2) Main CPV code

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

MS-certified, cloud-based, CCaaS (Contact Centre as a Service) solution for ECC's main contact centre (Contact Essex) and other contact centre instances.

Inbound and outbound telephony calls via MS Teams (call charges).

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: £2,840,053

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

MS-certified, cloud-based, CCaaS (Contact Centre as a Service) solution for ECC's main

contact centre (Contact Essex) and other contact centre instances.

Inbound and outbound telephony calls via MS Teams (call charges).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 20

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 70

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

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:

Call-off contract from a framework (CCS Network Services 2 - RM3808)

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

Contract No

CO0169

Title

CO0169 Contact Centre and Telephony Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 February 2023

V.2.2) Information about tenders

Number of tenders received: 2

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: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Daisy Corporate Services trading Limited

Lindred House, 20 Lindred Road, Brierfield, Nelson, Lancashire, BB9 5SR

Nelson

BB9 5SR

Country

United Kingdom

NUTS code

- UKH3 - Essex

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: £3,126,000

Total value of the contract/lot: £2,840,053

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 80 %

Short description of the part of the contract to be subcontracted

Contact Centre implementation and support

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand London WC2A 2LL

London

WC2A 2LL

Country

United Kingdom