

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015373-2023>

Contract

## **Teams Contact Centre software solution**

Cantium Business Solutions Ltd

F03: Contract award notice

Notice identifier: 2023/S 000-015373

Procurement identifier (OCID): ocds-h6vhtk-03a42d

Published 31 May 2023, 12:44pm

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

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

Cantium Business Solutions Ltd

West Malling

ME19 4YT

#### **Email**

[contractsprocurement@cantium.solutions](mailto:contractsprocurement@cantium.solutions)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.cantium.solutions](http://www.cantium.solutions)

Buyer's address

[www.cantium.solutions](http://www.cantium.solutions)

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

Body governed by public law

#### **I.5) Main activity**

General public services

---

## **Section II: Object**

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

#### **II.1.1) Title**

Teams Contact Centre software solution

Reference number

DN651139

#### **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**

Cantium Business Solutions (Cantium) is a Local Authority Trading Company (LATCo), whose ultimate parent company is Kent County Council (KCC). Cantium provides ICT Managed Services to its customers across the UK within the Education, Local Authority, Health, and the Private sector. As a LATCo, we are proud of our Public Sector heritage, which has given us a foundation in

business delivery and infrastructure insight. This uniquely enables us to drive innovation and progressive practices to deliver the best value for our clients.

Cantium is looking for a Teams Contact Centre Software Solution for use primarily by

ourselves but with the option to resell to our customers.

Any contractual offer made will be against a zero-value agreement as any sales will be based on best value for ourselves and for our customers.

This Agreement is for a 36 months term based on an initial fixed 12 month period, after which a 3 months break clause may be applied to the balance of the term by the buyer. The contract will expire in its entirety after the 36 months unless the break clause is applied earlier, or it is extended.

The buyer has the right to request up to two x 12-month extensions to this contract, providing the supplier with a minimum notice of 30 days prior to the contract end date. Therefore, the maximum possible contract length will be 60 months.

Further background and technical information can be found within the Invitation to Tender (ITT) documentation.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £1 / Highest offer: £100,000,000 taken into consideration

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

Cantium Business Solutions (Cantium) is a Local Authority Trading Company (LATCo), whose ultimate parent company is Kent County Council (KCC). Cantium provides ICT Managed Services to its customers across the UK within the Education, Local Authority, Health, and the Private sector. As a LATCo, we are proud of our Public Sector heritage, which has given us a foundation in

business delivery and infrastructure insight. This uniquely enables us to drive innovation and progressive practices to deliver the best value for our clients.

Cantium is looking for a Teams Contact Centre Software Solution for use primarily by

ourselves but with the option to resell to our customers.

Any contractual offer made will be against a zero-value agreement as any sales will be based on best value for ourselves and for our customers.

This Agreement is for a 36 months term based on an initial fixed 12 month period, after which a 3 months break clause may be applied to the balance of the term by the buyer. The contract will expire in its entirety after the 36 months unless the break clause is applied earlier, or it is extended.

The buyer has the right to request up to two x 12-month extensions to this contract, providing the supplier with a minimum notice of 30 days prior to the contract end date. Therefore, the maximum possible contract length will be 60 months.

Further background and technical information can be found within the Invitation to Tender (ITT) documentation.

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

Quality criterion - Name: Mandatory (Non-Technical) Requirements / Weighting: 10%

Quality criterion - Name: Technical Specification / Weighting: 30%

Quality criterion - Name: General Requirement / Weighting: 20%

Quality criterion - Name: Value-Added Services / Weighting: 15%

Price - Weighting: 25%

#### **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-003974](#)

---

## **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**

31 May 2023

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

Number of tenders received: 6

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

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

Resonate

London

N1 7GU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £100,000,000 taken into consideration

---

## **Section VI. Complementary information**

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

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

Cantium Business Solutions Ltd

West Malling

ME19 4AE

Country

United Kingdom