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Contract

Telephony Contact Centre System Replacement - South Norfolk District Council and Broadland District Council

South Norfolk District Council

F03: Contract award notice

Notice identifier: 2023/S 000-017232

Procurement identifier (OCID): ocds-h6vhtk-03d5eb

Published 16 June 2023, 3:52pm

Section I: Contracting authority

I.1) Name and addresses

South Norfolk District Council

Horizon Business Park, Peachman Way

Norwich

NR7 0WF

Contact

Allison Parkinson-White

Email

Allison.Parkinson-White@breckland.gov.uk

Country

United Kingdom

NUTS code

UKH17 - Breckland and South Norfolk

Internet address(es)

Main address

<https://www.southnorfolkandbroadland.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

Telephony Contact Centre System Replacement - South Norfolk District Council and Broadland District Council

Reference number

165-SNBD-22

II.1.2) Main CPV code

- 79511000 - Telephone operator services

II.1.3) Type of contract

Services

II.1.4) Short description

You are invited to tender for the provision, maintenance and support of our contact centre telephone system for South Norfolk Council and Broadland District Council ("The Councils") Procurement Ref: 165/SN/22. The tender will be in the form of a further competition in accordance with Crown Commercial Service's (CCS) procurement framework RM3808 Lot 4. The contract will be awarded in accordance with the framework

documentation.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64210000 - Telephone and data transmission services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

You are invited to tender for the provision, maintenance and support of our contact centre telephone system for South Norfolk Council and Broadland District Council ("The Councils") Procurement Ref: 165/SN/22. The tender will be in the form of a further competition in accordance with Crown Commercial Service's (CCS) procurement framework RM3808 Lot 4. The contract will be awarded in accordance with the framework documentation.

II.2.5) Award criteria

Price

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-016767](#)

Section V. Award of contract

Contract No

165/SN/22

Lot No

RM3808 Lot 4

Title

Telephony Contact Centre System Replacement

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Breckland District Council

Dereham

Country

United Kingdom