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Tender

## Contact Centre Software Solution

Cantium Business Solutions Ltd

F02: Contract notice

Notice identifier: 2022/S 000-018687

Procurement identifier (OCID): ocds-h6vhtk-034fa7

Published 7 July 2022, 6:06pm

The closing date and time has been changed to:

**12 August 2022, 5:00pm**

See the [change notice](#).

## Section I: Contracting authority

### I.1) Name and addresses

Cantium Business Solutions Ltd

West Malling

ME19 4AE

#### Email

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

#### Country

United Kingdom

#### NUTS 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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=2c6ad3fa-13fe-ec11-8116-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=2c6ad3fa-13fe-ec11-8116-005056b64545>

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

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Contact Centre Software Solution

Reference number

DN616956

#### **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 Limited (Cantium) is a Local Authority Trading Company (LATCo), whose ultimate parent company is Kent County Council (KCC). Cantium provides tailored ICT, HR and Finance 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 Contact Centre software solution for use primarily by ourselves but with the option to resale by Cantium 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 via the Kent Business Portal.

#### **II.1.5) Estimated total value**

Value excluding VAT: £100,000,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

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

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(ITT) documentation via the Kent Business Portal.

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

Quality criterion - Name: Mandatory Requirements / Weighting: 30%

Quality criterion - Name: General Requirements / Weighting: 30%

Quality criterion - Name: Value-Added Services / Weighting: 20%

Price - Weighting: 20%

#### **II.2.6) Estimated value**

Value excluding VAT: £100,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

8 August 2022

Local time

5:00pm

Changed to:

Date

12 August 2022

Local time

5:00pm

See the [change notice](#).

##### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.7) Conditions for opening of tenders**

Date

9 August 2022

Local time

8:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Cantium Business Solutions Ltd

West Malling

ME19 4AE

Email

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

Country

United Kingdom