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Tender

## **Contact Centre as a Service**

Norfolk County Council

F02: Contract notice

Notice identifier: 2023/S 000-019650

Procurement identifier (OCID): ocds-h6vhtk-03d5e7

Published 10 July 2023, 3:43pm

The closing date and time has been changed to:

**18 August 2023, 10:00am**

See the [change notice](#).

## **Section I: Contracting authority**

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

**NUTS code**

UKH15 - Norwich and East Norfolk

**Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

**I.3) Communication**

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

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Regional or local authority

**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 as a Service

Reference number

NCCT42710

#### **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**

Norfolk County Council wishes to procure a new contact centre as a service. Norfolk County Council currently has a managed contact centre service, which is used by six service areas. Norfolk County Council IT have full admin rights to the system, which we wish to retain for our replacement system. The current contract ends on 31st March 2024. The primary drivers are: to improve security, resilience, user experience and flexibility to enable increased use of cloud services. The contract also includes services for the migration from the current legacy system.

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

Value excluding VAT: £750,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support
- 32000000 - Radio, television, communication, telecommunication and related equipment

- 48000000 - Software package and information systems

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

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

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

Norfolk County Council wishes to procure a new contact centre as a service. Norfolk County Council currently has a managed contact centre service, which is used by six service areas. Norfolk County Council IT have full admin rights to the system, which we wish to retain for our replacement system. The current contract ends on 31st March 2024. The primary drivers are: to improve security, resilience, user experience and flexibility to enable increased use of cloud services. The contract also includes services for the migration from the current legacy system. The estimate value included in this notice does not include VAT. The contract length is 5 years as the initial term with the right to extend by a period or periods of up to 3 years.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: £750,000

### **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: Yes

Description of options

The Council has the right to extend the contract by a period or periods totalling no more than 3 years.

#### **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 III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.2) Conditions related to the contract**

##### **III.2.2) Contract performance conditions**

As per procurement documentation

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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: Yes

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

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

Notice number: [2023/S 000-016761](#)

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

Originally published as:

Date

11 August 2023

Local time

9:00am

Changed to:

Date

18 August 2023

Local time

10:00am

See the [change notice](#).

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 2 (from the date stated for receipt of tender)

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

Date

11 August 2023

Local time

9:05am

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### **Section VI. Complementary information**

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

This is a recurrent procurement: No

#### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

#### **VI.3) Additional information**

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).

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

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

Norfolk County Council

Martineau Lane

Norwich

NR1 2DH

Email

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.