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Not applicable

## **Contact Centre Software Solution**

Cantium Business Solutions Ltd

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-021574

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

Published 5 August 2022, 2:15pm

### **Section I: Contracting authority/entity**

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

Cantium Business Solutions Ltd

Worrall House, Kings Hill

West Malling

ME19 4AE

#### **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)

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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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-018687](#)

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## **Section VII. Changes**

### **VII.1.2) Text to be corrected in the original notice**

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders

Instead of

Date

8 August 2022

Local time

5:00pm

Read

Date

12 August 2022

Local time

5:00pm