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Tender

## **Strata Contact Centre**

Strata Service Solutions Ltd

F02: Contract notice

Notice identifier: 2024/S 000-021706

Procurement identifier (OCID): ocds-h6vhtk-047d78

Published 15 July 2024, 3:27pm

## **Section I: Contracting authority**

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

Strata Service Solutions Ltd

Civic Centre, Paris Street

Exeter

EX1 1JN

#### **Email**

[eccprocurement@exeter.gov.uk](mailto:eccprocurement@exeter.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK - South West (England)

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

Main address

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

Buyer's address

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

### **I.3) Communication**

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

<https://procontract.duenorth.com/Advert/Index?advertId=89f44d68-af42-ef11-812d-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.duenorth.com/Advert/Index?advertId=89f44d68-af42-ef11-812d-005056b64545>

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

Body governed by public law

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

Other activity

IT provision, service and support

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## **Section II: Object**

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

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

Strata Contact Centre

Reference number

DN732215

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Strata are seeking a cloud based contact centre solution to replace an on premise Skype solution.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKK - South West (England)

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

Strata are seeking a cloud based contact centre solution to replace an on premise Skype solution.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial term 36 months, with 2 periods of 12 month extensions available by mutual agreement.

**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: Yes

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

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

Date

30 August 2024

Local time

12:00pm

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

English

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

Date

30 August 2024

Local time

12:05pm

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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**

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom