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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

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

www.strata.solutions

Buyer's address

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

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

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

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