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Award

## **Future Lets Webex Contact Centre Licenses**

Coventry University

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-023839

Procurement identifier (OCID): ocds-h6vhtk-03efd1

Published 15 August 2023, 11:11am

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

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

Coventry University

COVENTRY

#### **Email**

[AE0082@coventry.ac.uk](mailto:AE0082@coventry.ac.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG33 - Coventry

#### **Companies House**

07781274

## **Internet address(es)**

Main address

<https://www.coventry.ac.uk>

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

Body governed by public law

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

Education

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## **Section II: Object**

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

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

Future Lets Webex Contact Centre Licenses

Reference number

SC-998-23-TH

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

- 48000000 - Software package and information systems

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

Supplies

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

To upgrade 65 agents to the Webex Contact Center

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £261,012.80

## **II.2) Description**

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

NUTS codes

- UKG33 - Coventry

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

Coventry University have 65 agents on UCCX, hosted on-premise. In preparation for clearing 2023, all 65 agents will be required to

move to Webex Contact Center. An instance of Webex Contact Center is already established and this will be the instance that

hosts the migrated 65 agents.

The 65 agents will be upgraded to the Webex Contact Center, replacing the current contract on-premise.

### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - protection of exclusive rights, including intellectual property rights

Explanation:

Coventry University have 65 agents on UCCX, hosted on-premise. In preparation for clearing 2023, all 65 agents will be required to

move to Webex Contact Center. An instance of Webex Contact Center is already established and this will be the instance that

hosts the migrated 65 agents.

The 65 agents will be upgraded to the Webex Contact Center, replacing the current contract on-premise

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

14 August 2023

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

ITGL

Abingdon

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

Companies House

07902312

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £261,012.80

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## **Section VI. Complementary information**

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

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

Coventry University

Coventry

Country

United Kingdom