

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023839-2023>

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

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Coventry University

Coventry

Country

United Kingdom