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Contract

## **RES/IT: The supply of a Cisco Webex Contact Centre and Microsoft Teams Phone Direct Routing and supporting SIP Trunking**

Bristol City Council

F03: Contract award notice

Notice identifier: 2022/S 000-024038

Procurement identifier (OCID): ocids-h6vhtk-032568

Published 26 August 2022, 4:14pm

### **Section I: Contracting authority**

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

Bristol City Council

Bristol City Council, P O Box 3176

BRISTOL

BS3 9FS

#### **Contact**

John Cole

#### **Email**

[John.Cole@bristol.gov.uk](mailto:John.Cole@bristol.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKK11 - Bristol, City of

**Internet address(es)**

Main address

<https://www.bristol.gov.uk/>

Buyer's address

<https://www.bristol.gov.uk/>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

RES/IT: The supply of a Cisco Webex Contact Centre and Microsoft Teams Phone Direct Routing and supporting SIP Trunking

Reference number

DN602795

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

- 48200000 - Networking, Internet and intranet software package

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

Supplies

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

Bristol City Council needs to replace its current end of contract contact centre solution with a solution that enables BCC to expand and modernise its contact channels for citizens. The council also need to transition its traditional telephony set-up to internet based calling by expanding its use of Microsoft Teams.

#### **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: £5,000,000

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

#### **II.2.2) Additional CPV code(s)**

- 48500000 - Communication and multimedia software package

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

NUTS codes

- UKK11 - Bristol, City of

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

Bristol City Council needs to replace its current end of contract contact centre solution with a solution that enables BCC to expand and modernise its contact channels for citizens. The council also need to transition its traditional telephony set-up to internet based calling by expanding its use of Microsoft Teams.

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

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

#### **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: No

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-007886](#)

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

### **Contract No**

DN602795

### **Title**

The supply of a Cisco Webex Contact Centre and Microsoft Teams Phone Direct Routing and supporting SIP Trunking

A contract/lot is awarded: Yes

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

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

26 August 2022

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

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

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

INTUITIVE SYSTEMS AND NETWORKS LIMITED

Arrowsmith Court, Station Approach

Broadstone

BH18 8AT

Email

[Stuart.Finlay@isn.co.uk](mailto:Stuart.Finlay@isn.co.uk)

Country

United Kingdom

NUTS code

- UKK25 - Dorset

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £5,000,000

Total value of the contract/lot: £5,000,000

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## **Section VI. Complementary information**

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

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

Public Procurement Review Service

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom