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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): ocds-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

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

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

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](#)

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom