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Tender

Telephone Cloud Service Solution

Financial Services Compensation Scheme

F02: Contract notice

Notice identifier: 2022/S 000-024062

Procurement identifier (OCID): ocds-h6vhtk-0363bf

Published 27 August 2022, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Contact

Chris Sutherland

Email

Procurement@fscs.org.uk

Telephone

+44 2073758194

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.fscs.org.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Telecommunications-services./ZR558J42H6>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Telecommunications-services./ZR558J42H6>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephone Cloud Service Solution

Reference number

FSCS429

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

FSCS is seeking to appoint a single Service Provider for a new Telephone Cloud Service Solution, this will cover licences, implementation, and support & maintenance. This will be a service procured on a subscription-based model.

II.1.5) Estimated total value

Value excluding VAT: £1,050,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

FSCS would like to procure a supplier that is able to consolidate their telephony landscape and give FSCS a more effective way of managing these services. FSCS also want to tap into this supplier's experience and use this relationship to advise on (and provide access to) new telephony and contact management technology.

This includes bringing together core telephony needs such as calls, recording and routing, but extends to future needs around integration and analytics. The objectives of the service are:

- FSCS telephony users to be able to make outbound calls, receive inbound calls and make internal calls, put calls on hold, consult with colleagues, forward calls to internal and external destinations, and receive voicemails.
- FSCS operational managers to be able to listen to calls and provide in-call advice to the call handler.
- Record, retrieve and replay appropriate classes of calls.
- Support multiple devices, including hard phones, turrets, soft phones and mobiles.
- FSCS telephony users to be able to make and receive calls via FSCS' Microsoft Teams

The Foundation Services

These services are mandatory and will need to be provisioned from the start of the service. They are critical to the functioning of FSCS.

- * Core Telephony Requirements
- * Non-Geographic Telephone Numbers
- * Voicemail
- * Agent Call Groups
- * Interactive Voice Response
- * Call Recording

The Future Services

The following Services are those which the Service Provider must be able to supply at a future date to be determined by FSCS. The solution provided must be inherently capable of supporting these capabilities (by expansion if necessary), although they are not immediately required.

- * Interaction Management
- * Customer Relationship Management (CRM) Integration
- * Interaction Analysis
- * IVR Natural Language Processing & Conversational AI
- * Contact Centre

The specification in the procurement documents contains the full details of the requirements on what is mandatory and what is desirable for each service

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,050,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This includes the option to extend annually for up-to five years. Therefore the contract duration is 2 years + 1 + 1 + 1 + 1 + 1

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

II.2.14) Additional information

The estimated contract value includes initial term of 2 years with the option to extend annually for up-to five years.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

26 September 2022

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

26 September 2022

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Telecommunications-services./ZR558J42H6>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/ZR558J42H6>

GO Reference: GO-2022826-PRO-20857493

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

Country

United Kingdom