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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](mailto: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.

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### **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

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## **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