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Contract

## **Contact Telephony Services**

Rochdale Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-025833

Procurement identifier (OCID): ocds-h6vhtk-052100

Published 23 May 2025, 10:26am

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

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

Rochdale Borough Council

Number One Riverside

Rochdale

OL161XU

#### **Contact**

PHILIP STEPHENS

#### **Email**

[philip.stephens@star-procurement.gov.uk](mailto:philip.stephens@star-procurement.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKD37 - Greater Manchester North East

**Rochdale Borough Council**

Council

**Internet address(es)**

Main address

[www.rochdale.gov.uk](http://www.rochdale.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**

Contact Telephony Services

Reference number

STAR UID 14799

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Critical Requirements:

Rochdale Borough Council existing telephony contract is due to end in 2025. They are looking for a supplier to meet business critical requirements:

Contact centre (CCaaS) analytics and reporting

Complete omnichannel contact centre, phone system and UC platform

Digital customer journeys and speech analytics

Customer self-service and IVR

Workforce optimisation (WFO), Workforce management (WFM) and Quality evaluations

Outbound dialler capabilities

Omnichannel desktop

System integrations including CRM integration

PCI compliance

Complete set of telecommunication, integration and support services

3-Year contract

#### **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: £304,020

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

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKD - North West (England)

Main site or place of performance

Rochdale Council

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

3-Year contract, awarded through the G Cloud 14 Framework

Contact Telephony Services

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

Price

#### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct Award through the G Cloud 14

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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

A contract/lot is awarded: Yes

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

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

10 April 2025

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

Number of tenders received: 1

Number of tenders received from SMEs: 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**

Kerv Experience Limited

I Finsbury Avenue

London

C2M 2PF

Country

United Kingdom

NUTS code

- UKD - North West (England)

Companies House

03925996

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £304,020

Total value of the contract/lot: £304,020

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## **Section VI. Complementary information**

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

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

Rochdale Council

Rochdale

Country

United Kingdom