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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

Country

United Kingdom

Region code

UKD37 - Greater Manchester North East

Rochdale Borough Council

Council

Internet address(es)

Main address

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Rochdale Council

Rochdale

Country

United Kingdom