

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027002-2022>

Contract

## **Fixed Line Voting; IVR & MSDC**

The British Broadcasting Corporation (BBC)

F03: Contract award notice

Notice identifier: 2022/S 000-027002

Procurement identifier (OCID): ocds-h6vhtk-0330b8

Published 27 September 2022, 10:51am

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

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

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

#### **Contact**

Rebecca Chisholm

#### **Email**

[rebecca.chisholm@bbc.co.uk](mailto:rebecca.chisholm@bbc.co.uk)

#### **Telephone**

+44 1234567890

#### **Fax**

+44 1234567890

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.bbc.co.uk/supplying/>

Buyer's address

<https://bbc.bravosolution.co.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Broadcasting

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Fixed Line Voting; IVR & MSDC

Reference number

PROC2022 13

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

- 48512000 - Interactive voice response software package

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

Supplies

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

The BBC is looking for suppliers to provide the telecommunications services and infrastructure for premium and non-premium rate promotions via interactive voice response (IVR), mobile short dial codes (MDSCs), or live call-handling. These will be either on the supplier's own platform with appropriate overflow where necessary or by use of mass-calling platforms. The fully managed service will include securing and maintaining numbers, testing, providing a support team to include account management and technical support, escalation and contingency plans, agreement of work orders and any project-specific special terms (if appropriate), data management and financial reconciliation, financial and other reporting, to be provided by the Supplier, or indirectly via sub-contractors. Section C – Specification Of Requirements of the Tender Documentation has further, detailed requirements.

The value of these framework agreements are dependent on the volume of fixed line votes

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1

## **II.2) Description**

### **II.2.1) Title**

Lot No

1

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

- 48512000 - Interactive voice response software package

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

NUTS codes

- UK - United Kingdom

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

Lot 1 will be predominately for Strictly Come Dancing, but may also include other high profile, live events where volumes are likely to be equivalent to Strictly Come Dancing and the BBC would wish to engage a supplier on a revenue share basis (if these become part of the BBC schedule although this is very unlikely).

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

Price

### **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) Description**

### **II.2.1) Title**

Lot No

2

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

- 48512000 - Interactive voice response software package

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

NUTS codes

- UK - United Kingdom

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

Lot 2 will provide services for Countryfile, and Sports Personality of the Year, as well as any other voting events of a similar scale. Lot 2 will also be the first point of contact for any extra IVR-MSDC, BBC Studios services, and Independent Production services.

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

Quality criterion - Name: Governance / Weighting: 6.5

Quality criterion - Name: Technology Control / Weighting: 14.3

Quality criterion - Name: Technical Solution / Weighting: 14.3

Quality criterion - Name: Aggregator / Weighting: 5.9

Quality criterion - Name: Testing / Weighting: 3.4

Quality criterion - Name: Account Management and Support Services / Weighting: 6.7

Quality criterion - Name: DE&I / Weighting: 4

Quality criterion - Name: Demonstration / Weighting: 39.6

Quality criterion - Name: Pricing / Weighting: 5.1

Price - Weighting: 5.1

### **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.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-010778](#)

---

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

### **Contract No**

PROC 2022 13 - 1

### **Lot No**

1

A contract/lot is awarded: Yes

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

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

28 June 2022

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

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Temple Interactive Media Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

5153049

The contractor is an SME

Yes

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

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Contract No**

PROC 2022 13 - 2

**Lot No**

2

A contract/lot is awarded: Yes

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

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

28 June 2022

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

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Spoke (interactive) Limited

Cobham

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02372101

The contractor is an SME

Yes

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

Total value of the contract/lot: £1



---

## **Section VI. Complementary information**

### **VI.3) Additional information**

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

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

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

Business and Property Courts of England and Wales - TCC

Rolls Building, 7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.