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Contract

## **Contact Centre as a Service (CCaaS)**

Accent Housing Limited

F03: Contract award notice

Notice identifier: 2022/S 000-028016

Procurement identifier (OCID): ocds-h6vhtk-037344

Published 5 October 2022, 5:03pm

## **Section I: Contracting authority**

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

Accent Housing Limited

Charlestown House, Acorn Park Industrial Estate, Charlestown

Shipley

BD17 7SW

### **Contact**

Procurement

### **Email**

[Procurement@AccentGroup.org](mailto:Procurement@AccentGroup.org)

### **Telephone**

+44 1274065

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.accentgroup.org/>

Buyer's address

<http://www.accentgroup.org/>

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Contact Centre as a Service (CCaaS)

Reference number

DN635846

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

- 79510000 - Telephone-answering services

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

Services

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

Accent Housing Ltd (Accent) used the Crown Commercial Services (CCS) RM3808 Network services 2 Lot 13 Framework to source the services of a recognised, accredited Supplier for the design, supply, integration, installation, configuration and ongoing support and maintenance of a new Contact Centre as a Service (CCaaS) solution.

#### **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: £500,988

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

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

- 79512000 - Call centre

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

NUTS codes

- UK - United Kingdom

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

Accent Housing Ltd (Accent) used the Crown Commercial Services (CCS) RM3808 Network services 2 Lot 13 Framework to source the services of a recognised, accredited Supplier for the design, supply, integration, installation, configuration and ongoing support and maintenance of a new Contact Centre as a Service (CCaaS) solution.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

## **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

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## **Section IV. Procedure**

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

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

Restricted 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: No

### **IV.2) Administrative information**

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

Notice number: [2019/S 158-391303](#)

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

### **Lot No**

1

### **Title**

Network Services 2

A contract/lot is awarded: Yes

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

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

10 May 2022

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

Number of tenders received: 9

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 9

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

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

Wavenet Limited

One Central Boulevard, Blythe Valley Park, Shirley,

Solihull

B90 8BG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £500,988

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## **Section VI. Complementary information**

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

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

Royal Courts of Justice

London

Country

United Kingdom

Internet address

<http://www.accentgroup.org/>