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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

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

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

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](#)

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

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/>