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Contract

Call Centre Solution Contract Extension

Pension Protection Fund

F03: Contract award notice

Notice identifier: 2021/S 000-030160

Procurement identifier (OCID): ocds-h6vhtk-02fd47

Published 3 December 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Pension Protection Fund

Renaissance, 12 Dingwall Road

Croydon

CR0 2NA

Email

CommercialServices@ppf.co.uk

Telephone

+44 8456002541

Country

United Kingdom

NUTS code

UKI62 - Croydon

Internet address(es)

Main address

www.ppf.co.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Call Centre Solution Contract Extension

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Unified IP Telephony Maintenance and Support.

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: £200,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI62 - Croydon

II.2.4) Description of the procurement

The PPF call centre solution is integrated with our existing infrastructure, therefore, to enable continuity of service we require the continuation of this solution. The PPF is currently undertaking a significant level of change within our IT infrastructure, and therefore changing this part of our IT infrastructure is not feasible given the significant planned change over the next two years. A project is currently underway to enable the PPF to procure a fully future-proofed call centre solution and we will be going out to market in due course.

II.2.5) Award criteria

Quality criterion - Name: Not applicable / Weighting: Not applicable

Price - Weighting: 100

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.2.14) Additional information

Quality and price evaluation was not applicable to this procurement.

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 services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Absence of competition for technical reasons.

The PPF call centre solution is integrated with our existing infrastructure, therefore, to enable continuity of service we require the continuation of this solution. The PPF is currently undertaking a significant level of change within our IT infrastructure, and therefore changing this part of our IT infrastructure is not feasible given the significant planned change over the next two years. A project is currently underway to enable the PPF to procure a fully future-proofed call centre solution and we will be going out to market in due course.

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

24 August 2021

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Aspect Software UK Limited

Record Store Building, 15 Pressing Lane

Hayes

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

The contractor is an SME

No

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

Total value of the contract/lot: £200,000

Section VI. Complementary information

VI.3) Additional information

The contract value includes any associated services that may be required to upgrade the call centre solution within the 24-month extension.

VI.4) Procedures for review

VI.4.1) Review body

The Board of the Pension Protection Fund

Renaissance, 12 Dingwall Road

Croydon

CR0 2NA

Country

United Kingdom