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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](mailto:CommercialServices@ppf.co.uk)

#### **Telephone**

+44 8456002541

#### **Country**

United Kingdom

#### **NUTS code**

UKI62 - Croydon

**Internet address(es)**

Main address

[www.ppf.co.uk](http://www.ppf.co.uk)

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

Body governed by public law

**I.5) Main activity**

Economic and financial affairs

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**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.

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## **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

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## **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

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## **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