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Contract

Contact Centre as a Service

Leeds City Council

F03: Contract award notice

Notice identifier: 2023/S 000-031025

Procurement identifier (OCID): ocids-h6vhtk-040db4

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Section I: Contracting authority

I.1) Name and addresses

Leeds City Council

Civic Hall, 3rd Floor West,

Leeds

LS1 1UR

Contact

Colette Clegg

Email

its.procurement@leeds.gov.uk

Telephone

+44 0113111111

Country

United Kingdom

Region code

UKE42 - Leeds

National registration number

171459162

Internet address(es)

Main address

<https://www.leeds.gov.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104105>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre as a Service

Reference number

65227

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Contact Centre as a Service awarded following a further competition exercise via the Crown Commercial Services Framework RM3808.

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: £3,312,450.26

II.2) Description

II.2.2) Additional CPV code(s)

- 48510000 - Communication software package

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Leeds

II.2.4) Description of the procurement

Contact Centre as a Service awarded following a further competition exercise via the Crown Commercial Services Framework RM3808.

II.2.5) Award criteria

Quality criterion - Name: Method Statement Questions / Weighting: 40

Cost criterion - Name: Price / Weighting: 60

II.2.11) Information about options

Options: Yes

Description of options

Option to extend until 15/08/31

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Awarded following a further competition exercise via the Crown Commercial Services Framework RM3808.

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

Contract No

1

Title

Contact Centre as a Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 August 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Virgin Media Business Ltd

500 Brook Drive

Reading

RG2 6UU

Email

publicprocurement@virginmedia.co.uk

Telephone

+44 1527879962

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

National registration number

01785381

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £3,312,450.26

Total value of the contract/lot: £3,312,450.26

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Leeds City Council

Leeds

Country

United Kingdom