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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): ocds-h6vhtk-040db4

Published 20 October 2023, 12:11pm

### **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](mailto: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

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## **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

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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 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

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## 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](mailto: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

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## **Section VI. Complementary information**

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

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

Leeds City Council

Leeds

Country

United Kingdom