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Contract

## **Contact Centre Replacement**

Gentoo Group

F03: Contract award notice

Notice identifier: 2024/S 000-039913

Procurement identifier (OCID): ocds-h6vhtk-04c656

Published 11 December 2024, 12:56pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Gentoo Group

Emperor House, 2 Emperor Way

Sunderland

SR3 3XR

#### **Contact**

Neil Dixon

#### **Email**

[067389@logon.tothedomain.com](mailto:067389@logon.tothedomain.com)

#### **Country**

United Kingdom

#### **NUTS code**

UKC2 - Northumberland and Tyne and Wear

**Internet address(es)**

Main address

<https://www.gentoogroup.com>

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

Other type

Housing Association (Registered Charity)

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Contact Centre Replacement

Reference number

N/A-GA-018

**II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Contact Centre Replacement

**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: £307,500

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

#### **II.2.4) Description of the procurement**

The Gentoo Group requires a Contact Centre as a Service (CCaaS).

The Group will utilise the G-Cloud 13 Framework Agreement - using the Direct Award process as outlined in the CCS Buyer guide.

The Contract Agreement will be for an initial 36 month period, with an option to extend for a further 1 x 12months. The total contract duration will not exceed 48 months.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality (including Social value) / Weighting: 60

Price - Weighting: 40

#### **II.2.11) Information about options**

Options: Yes

Description of options

1 x 12 month extension

#### **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:

Gentoo Group utilised the GCloud solution to procure this service.

Following the 6 stage Direct Award process as outlined in their Buying Guide.

GCloud is an online catalogue where public sector customers such as Gentoo Group can buy cloud-based computing services such as hosting, software and cloud support.

#### **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**

Contact Centre Replacement

### **Title**

Req-645

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

8 November 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 4

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

**V.2.3) Name and address of the contractor**

Exponential-e Limited

London

E1 8EU

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £307,500

Total value of the contract/lot: £307,500

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## **Section VI. Complementary information**

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

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

High Court

London

Country

United Kingdom