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Contract

Contact Centre Replacement

Gentoo Group

F03: Contract award notice

Notice identifier: 2024/S 000-039913

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

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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

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom