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Contract

Strata Contact Centre

Teignbridge District Council

F03: Contract award notice

Notice identifier: 2024/S 000-040454

Procurement identifier (OCID): ocids-h6vhtk-047d78

Published 16 December 2024, 2:28pm

Section I: Contracting authority

I.1) Name and addresses

Teignbridge District Council

Forde House, Brunel Road

Newton Abbot

TQ12 4XX

Contact

Miss Rosanna Wilson

Email

rosanna.wilson@teignbridge.gov.uk

Telephone

+44 1626215120

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

www.teignbridge.gov.uk

Buyer's address

www.teignbridge.gov.uk

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

Strata Contact Centre

Reference number

DN732215

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Cloud Contact Centre for Teignbridge District Council, Exeter City Council and East Devon District Council.

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: £462,120

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

Cloud Contact Centre for Teignbridge District Council, Exeter City Council and East Devon District Council.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

It is intended that any resultant Contract shall commence as soon after receipt of formal letter of award as may be agreed. Contract period to be up to a period of 3 years with two options to extend up to a period of 12 months each (24 months total).

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

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-021706](#)

Section V. Award of contract

Contract No

DN732215

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 October 2024

V.2.2) Information about tenders

Number of tenders received: 25

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

V.2.3) Name and address of the contractor

Business Systems (UK) Ltd.

2nd Floor, Cannon Green, 27 Bush Lane, London

EC4R 0AA

Country

United Kingdom

NUTS code

- UKK - South West (England)

The contractor is an SME

No

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

Total value of the contract/lot: £462,120

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Teignbridge District Council

Newton Abbot

Country

United Kingdom