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Contract

## **Contact Centre Telephony Platform**

Southampton City Council

F03: Contract award notice

Notice identifier: 2024/S 000-041129

Procurement identifier (OCID): ocds-h6vhtk-04c9fc

Published 20 December 2024, 10:09am

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

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

Southampton City Council

Civic Centre

SOUTHAMPTON

SO147LR

#### **Contact**

Darrin Daniels

#### **Email**

[Darrin.daniels@southampton.gov.uk](mailto:Darrin.daniels@southampton.gov.uk)

#### **Telephone**

+44 2380832721

#### **Country**

United Kingdom

**Region code**

UKJ32 - Southampton

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**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 Telephony Platform

Reference number

SCC-SMS-0826

**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**

Provision of a cloud-based Omni-channel contact centre and Workforce Management solution

#### **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: £548,818.20

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

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

NUTS codes

- UKJ - South East (England)

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

Provision of a cloud-based Omni-channel contact centre and Workforce Management solution

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

Price

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

Options: 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:

This was a call off from the CCS RM1557.14 framework. SCC haven't previously issued a notice in relation to this.

#### **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**

SCC-SMS-0826

### **Title**

Contact Centre Telephony Platform

A contract/lot is awarded: Yes

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

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

18 December 2024

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

Number of tenders received: 1

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

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

Content Guru Limited

Berkshire

RG12 2UP

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

05653869

The contractor is an SME

Yes

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

Total value of the contract/lot: £548,818.20

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## **Section VI. Complementary information**

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

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

Southampton City Council

Southampton

Email

[legal@southampton.gov.uk](mailto:legal@southampton.gov.uk)

Country

United Kingdom