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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

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Southampton City Council

Southampton

Email

legal@southampton.gov.uk

Country

United Kingdom