

United Kingdom-London: Telecommunications services

OJ S 43/2020 02/03/2020

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: National Citizen Service

Postal address: The Pembroke Building, Kensington Village, Avonmore Road

Town: London

NUTS code: UK United Kingdom

Postal code: W14 8DG

Country: United Kingdom

E-mail: [ryansumner@ncstrust.org.uk](mailto:ryansumner@ncstrust.org.uk)

Telephone: +44 08001978010

**Internet address(es):**

Main address: [www.wearencs.com](http://www.wearencs.com)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://ncs.bravosolution.co.uk/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://ncs.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Education

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**Section II: Object**

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

**II.1.1. Title**

Salesforce Integrated Telephony

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The NCS Trust requires a telephony solution to integrate with its Salesforce platform. The telephony solution will need to be implemented within the NCS Contact Centre, as well as its regional hubs, the 10 delivery partner contact centres and 130 microsites. The uses a range of PBX phones, mobiles and softphones. The supplier shall implement the platform across approximately 130 sites and around 1 500 users.

NCS has been using Salesforce for the last 5 years and have had integrated telephony platform for 3 years. We have built up our contact centre experience as an organisation and need to scale our implementation to be able to work with a wider range of organisations and increased support for remote agents and complexity of routing.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

#### **II.2.2. Additional CPV code(s)**

48210000 Networking software package

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

NUTS code: UK United Kingdom

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

Telephony platform which is able to integrate with Salesfoce.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 2 100 000,00 GBP

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

End: 31/12/2022

This contract is subject to renewal: yes

Description of renewals:

NCS will have the option to extend by a further 2 year term.

#### **II.2.10. Information about variants**

Variants will be accepted: no

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

Options: yes

Description of options:

NCS will have the option to extend by a further 2 year term.

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

### **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As per ITT docs.

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

As per ITT docs.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **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 in the OJ S: [2019/S 149-367139](#)

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 30/03/2020 Local time: 14:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 31/03/2020 Local time: 10:00

## **Section VI: Complementary information**

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### **VI.1.**

## **Information about recurrence**

This is a recurrent procurement: yes

### **VI.3. Additional information**

The National Citizen Service ('NCS') was set up by the Government in 2011 to tackle some of the biggest social challenges in the UK. Through a wide range of community programmes and projects for young adults, it looks to build social cohesion, mobility and engagement.

NCS have been using Salesforce for the last 5 years and have had integrated telephony platform for 3 years. The Trust has built up our contact centre experience as an organisation and need to scale the implementation to be able to work with a wider range of organisations and increased support for remote agents and complexity of routing.

NCS want to procure a solution that will co-terminate with our Salesforce contract in approximately 2 years 5 months with a commencement date of 1.8.2020. The expected value of the contract is anticipated to be valued at 400 000 GBP-600 000 GBP per annum.

The required outputs of this service should be inclusive of but not limited to:

Capability to be able to make phone calls and automatically log these in Salesforce.

Able to record calls securely in order to review at a later date.

Fully integrated PCI payment system that deals with stopping and resuming the call recording.

Automatic dialing of lists stored within Salesforce.

Capability to be able to dial from static lists/reports in Salesforce.

Capability to be able to route to advisors based on criteria within Salesforce.

Capability to be able to have context specific IVR messages based on data within Salesforce.

The functionality for customers to be able to leave voice messages and to be securely stored.

Reporting suite that makes use of internal Salesforce and Einstein reporting.

Monitor usage, agent utilisation and workforce and provide reporting.

Compatibility with workforce management systems.

The ability to be able to pop the right screen within Salesforce when a call comes in.

Ability to be able to create transcripts of calls for analysis.

Ability to be able to define and automate customer contact strategy.

Gamification and wallboards.

The ability to be able to identify and present a local phone number in different regions.

The solution should easily integrate within the Salesforce UI. The solution should be usable to advisors that are both experienced and inexperienced.

The solution should be able to be scalable and flex and shrink with demand. Up to 1 500 users at peak and down to 500 at low periods.

The solution should be highly maintainable.

High uptime for contact centres that are mission critical and require high availability.

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

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

Official name: NCS Trust

Town: London

Postal code: W14 8DG

Country: United Kingdom

### **VI.5. Date of dispatch of this notice**

27/02/2020