

United Kingdom-Glasgow: Telephone network
OJ S 212/2020 30/10/2020
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Student Loans Company

Postal address: 100 Bothwell Street

Town: Glasgow

NUTS code: UKM82 Glasgow City

Postal code: G2 7JD

Country: United Kingdom

E-mail: commercia@slc.co.uk

Telephone: +44 1413062000

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/student-loans-company>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Avaya Hardware and Licences

Reference number: 2020-509

II.1.2. Main CPV code

32551400 Telephone network

II.1.3. Type of contract

Supplies

II.1.4. Short description

Provision of hardware and software to support the need as a consequence of Covid to support call centre staff working from home.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 307 000,00 GBP

II.2. Description

II.2.3. Place of performance

NUTS code: UKM82 Glasgow City

Main site or place of performance: Glasgow City.

II.2.4. Description of the procurement

Provision of hardware, licensing and support for a solution to enable call handling from home.

II.2.5. Award criteria

Quality criterion - Name: Ability to provide requirements with timescale / Weighting: 90

Price - Weighting: 10

II.2.11. Information about options

Options: no

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 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 Official Journal of the European Union in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive

Explanation:

SLC require a telephony solution capable of handling the anticipated call volumes that our peak processing period will produce. Our working at home solution proved not to be able to support the volume of calls that are experienced during this peak period. This would lead to an inability for SLC to deliver all services to its customers.

This requirement is necessary in relation to events unforeseen due to Covid. SLC had planned for it's current solution to be replaced towards the end of 2020. It became apparent however, as calls begin to increase, that a new solution is required by end of July. The use of the current system caused issues and was not allowing staff to answer calls and service customer needs. Staff are working to support customers through a peak period in relation to student finance and without a new solution in place immediately we would not be able to support this via home working.

This was unforeseen, with expectations that working from home would not be at the levels required during this peak period. Testing has been undertaken on the current solution to understand how it would support the volumes expected and this has demonstrated that a new solution is necessary.

SLC was unable to predict the impact that would be required to address the resulting changes to the working environment, the need to comply with social distancing and isolation in place

which resulted in a step change to the way offices and workplaces across the world now have to operate. As it will now be necessary for staff to work from home longer than anticipated, it is important that correct systems are in place to ensure support is maintained for our customers. Given the business criticality of providing support for students, it is imperative that SLC have a reliable way of ensuring its customers can access support.

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

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.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2020-509

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/06/2020

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

Official name: Virgin Media Business

National registration number: 01785381

Postal address: 500 Brook Drive

Town: Reading

NUTS code: UKJ11 Berkshire

Postal code: RG2 6UU

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 307 000,00 GBP

Total value of the contract/lot: 307 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=538127897>

Go reference: GO-20201027-PRO-17284307

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Royal Courts of Justice, Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

27/10/2020