

United Kingdom-Salford: Telecommunications services
OJ S 230/2020 25/11/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: HMRC
Postal address: 5W Ralli Quays
Town: Salford
NUTS code: UK United Kingdom
Postal code: M60 9LA
Country: United Kingdom
Contact person: Liam Osborn
E-mail: liam.osborn@hmrc.gov.uk
Telephone: +44 3000532848

Internet address(es):

Main address: www.gov.uk

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Other activity: Direct and indirect taxation

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contact Engagement Programme — Telephony Services
Reference number: SR262311167

II.1.2. Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of a contact centre telephony platform, with different technologies and capability provided through different lots.

II.1.6.

Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 48 750 925,00 GBP

II.2. Description

II.2.1. Title

Core Platform and Systems Integrator

Lot No: 1

II.2.2. Additional CPV code(s)

32429000 Telephone network equipment

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM.

II.2.4. Description of the procurement

Provision of a contact centre core telephony platform and systems integrator services to integrate various contact centre technologies.

II.2.5. Award criteria

Quality criterion - Name: Technical merit / Weighting: 50

Quality criterion - Name: Social, environmental and innovative characteristics / Weighting: 10

Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Voice Automation

Lot No: 2

II.2.2. Additional CPV code(s)

72212512 Interactive voice response software development services

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM.

II.2.4. Description of the procurement

Provision of voice automation and voice biometrics services for HMRC's contact centre telephony platform.

II.2.5. Award criteria

Quality criterion - Name: Technical merit / Weighting: 50

Quality criterion - Name: Social, environmental and innovative characteristics / Weighting: 10
Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Recording and Analytics
Lot No: 3

II.2.2. Additional CPV code(s)

32342450 Voice recorders

II.2.3. Place of performance

NUTS code: UK United Kingdom
Main site or place of performance: UNITED KINGDOM.

II.2.4. Description of the procurement

Provision of recording and analytics services for HMRC's contact centre telephony platform.

II.2.5. Award criteria

Quality criterion - Name: Technical merit / Weighting: 50
Quality criterion - Name: Social, environmental and innovative characteristics / Weighting: 10
Price - Weighting: 40

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

Open procedure

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 243-597472](#)

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: 1

Lot No: 1

Title:

Core Platform and Systems Integrator

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/09/2020

V.2.2. Information about tenders

Number of tenders received: 6

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

V.2.3. Name and address of the contractor

Official name: Capgemini UK plc

National registration number: 00943935

Postal address: 1, Forge End

Town: Woking

NUTS code: UK United Kingdom

Postal code: GU21 6DB

Country: United Kingdom

The contractor is an SME: no

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

Total value of the contract/lot: 29 742 010,00 GBP

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 80 % Short description of the part of the contract to be subcontracted:

70 % for core platform provision; 10 % for testing.

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Voice Automation

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

28/08/2020

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Nuance Communications Ireland Ltd

National registration number: 503352

Postal address: 29 Merrion Road, Ballsbridge

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: no

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

Total value of the contract/lot: 19 008 915,00 GBP

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 3

Lot No: 3

Title:

Recording and Analytics

A contract/lot is awarded: no

V.1. Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI: Complementary information

VI.3. Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=504042429>

GO Reference: GO-20201120-PRO-17399025

VI.4. Procedures for review

VI.4.1. Review body

Official name: HMRC

Postal address: 5W Ralli Quays

Town: Salford

Postal code: M60 9LA

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: HMRC

Postal address: 5W Ralli Quays

Town: Salford

Postal code: M60 9LA

Country: United Kingdom

VI.5. Date of dispatch of this notice

20/11/2020