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Contract

Telephony Replacement Solution

Midland Heart

F03: Contract award notice

Notice identifier: 2023/S 000-000194

Procurement identifier (OCID): ocids-h6vhtk-0308bc

Published 4 January 2023, 4:01pm

Section I: Contracting authority

I.1) Name and addresses

Midland Heart

20 Bath Row

Birmingham

Email

suzanna.hinnell@midlandheart.org.uk

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

Internet address(es)

Main address

www.midlandheart.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony Replacement Solution

Reference number

MH 0065

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Midland Heart need to interact with their customers, suppliers and other stakeholders as effectively and efficiently as possible digitally across multiple channels to achieve their strategic aims. Their legacy on-premise PBX systems have become out of date and are not designed for new technologies or the ever-growing mobile workforce, and therefore require replacing with a resilient, cloud-based platform for the future. They are seeking a cloud-based telephony solution that will not only replace existing on-premise technology across their estate, but also act as an enabler for change delivering significant financial and non-financial benefits.

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: £1,074,483

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Midland Heart need to interact with their customers, suppliers and other stakeholders as effectively and efficiently as possible digitally across multiple channels to achieve their strategic aims. Their legacy on-premise PBX systems have become out of date and are not designed for new technologies or the ever-growing mobile workforce, and therefore require replacing with a resilient, cloud-based platform for the future. They are seeking a cloud-based telephony solution that will not only replace existing on-premise technology across their estate, but also act as an enabler for change delivering significant financial and non-financial benefits.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Cost criterion - Name: Price / Weighting: 30%

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2022/S 000-000548](#)

Section V. Award of contract

Title

Telephony

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 January 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

British Telecommunications PLC

1, Braham Street, London E1 8EE

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £107,448,300

Total value of the contract/lot: £107,448,300

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Midland Heart

Birmingham

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

101 St Pauls Churchyard

London

EC4M 8BU

Country

United Kingdom