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Tender

Y22007 - Communication Solutions and Associated Telephony Services

Kent County Council (t/a KCS)

F02: Contract notice

Notice identifier: 2022/S 000-000341

Procurement identifier (OCID): ocids-h6vhtk-0307ea

Published 6 January 2022, 3:19pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (t/a KCS)

Head Office, 1 Abbey Wood Group, Kings Hill

West Malling

ME19 4YT

Contact

Mr Ian Day

Email

ian.day@cs ltd.org.uk

Telephone

+44 1622236697

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.commercialservices.org.uk>

Buyer's address

<http://www.commercialservices.org.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=ea3b9122-ff6e-ec11-8110-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=ea3b9122-ff6e-ec11-8110-005056b64545>

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

Y22007 - Communication Solutions and Associated Telephony Services

Reference number

DN590350

II.1.2) Main CPV code

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Framework Agreement covers the provision and installation of a full range of communication solutions, associated services, equipment, support and maintenance. The equipment under this Framework Agreement may be provided as a direct purchase or via a Lease agreement.

Indicative requirements include, but are not limited to, the following applications:

- Traditional Telephony Services
- Data Access Services
- Local Connectivity Services
- Inbound Telephony Services
- IP Telephony
- Paging and Alerting
- Video/Audio Conferencing
- Unified Communications (i.e. Teams/Zoom)

- Contact Centres
- Broadband
- Call Tariff's
- Mobile including Devices, Airtime and Services
- WIFI/ Internet Access
- VOIP / SIP Telephone Systems
- Call Packages
- Numbering
- Alarms and Call Points

Suppliers must have the capability to provide a wide range of Communication Solutions and Associated Telephony Services including supply and installation.

Associated Services may extend beyond the indicative requirements above and may include, but not be limited to:

- End User Support
- Service Desk
- Integration
- Installation
- Project Management
- Training
- Asset Management

II.1.5) Estimated total value

Value excluding VAT: £50,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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- Contact Centres
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II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Visit - WWW.Kentbusinessportal.org.uk

Select - Opportunities

Select Organisation - Commercial Services

Select the opportunity appropriate to you from the list provided

Express interest - you may need to register first

Once successful expression is completed you can access and complete the requirements in two ways

1 - when you register you will receive a successful registration email, this also contains an link taking you direct to the opportunity

2 - when you log in to proactis go to my activities, select commercial services and you will be presented with the opportunity.

Following the instruction from herein

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

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.2.2) Time limit for receipt of tenders or requests to participate

Date

25 February 2022

Local time

3:00pm

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

25 February 2022

Local time

3:10pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

All public bodies will have access to this Framework Agreement but may only do so with the agreement of the Contracting Authority. Those organisations who may wish to access this Framework Agreement will be members, local government authorities, the police service, the fire service, the NHS and NHS trusts, housing associations, third sector organisations, academic centres (including Academies), free schools, publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands, Northern Ireland and Isle of Man.

Full details of the classification of potential Customer's geographical areas and organisation classifications are detailed as follows:

LOCAL AUTHORITY COUNCILS:

England:

County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

A-Z of councils online | Local Government Association

<https://www.local.gov.uk/topics>

<http://www.direct.gov.uk/en/DI1/Directorries/Localcouncils/index.htm>

Northern Ireland: Administered across 26 Districts of Northern Ireland. See link:

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

Scotland: Administered across 32 Council areas. See link:

Councils | COSLA

Wales: Administered across 22 Council areas. See link:

Find your local authority | GOV.WALES

Isle of Man: Administered across 22 local authorities, consisting of 4 town authorities, 2 district authorities, 2 village authorities, and 14 parish authorities.

<https://www.gov.im/categories/home-and-neighbourhood/local-authorities/local-authority-contacts/>

Channel Islands:

<https://www.gov.je/Government/Departments/Pages/default.aspx>

<https://www.gov.gg/article/152949/Government-Departments>

EMERGENCY SERVICES:

POLICE:

National

<https://www.btp.police.uk/>

<http://www.mod.police.uk>

<http://www.npas.police.uk/>

England

Home | [Police.uk](#) (www.police.uk)

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Northern Island

<https://www.police.uk/northern-ireland/>

Scotland

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Wales

<https://www.dyfed-powys.police.uk/>

Home | Gwent Police

Home | North Wales Police

<https://www.police.uk/south-wales/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Isle of Man

<https://www.iompolice.im/>

Channel Islands

<https://jersey.police.uk/>

<http://www.guernsey.police.uk/>

FIRE and RESCUE

UK – England, Scotland, Northern Ireland, Wales, IOM

<http://www.fireservice.co.uk/information/ukfrs/>

<https://www.ukfirestations.co.uk/brigades>

Channel Islands

<https://www.gov.je/Government/Departments/HomeAffairs/Pages/default.aspx>

MARITIME AND COASTGUARD AGENCY

UK – England, Scotland, Northern Ireland, Wales, IOM

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening>

Isle of Man

<https://www.gov.im/coastguard>

Channel Islands

<http://www.ports.je/JerseyCoastguard/Pages/default.aspx>

<https://www.rnli.org/gg/guernseys-lifeboat/>

NHS/HEALTH BODIES AND AMBULANCE SERVICES:

England

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

East Midlands Ambulance Service NHS Trust

<http://www.emas.nhs.uk>

East of England Ambulance Service NHS Trust

<http://www.eastamb.nhs.uk>

London Ambulance Service NHS Trust

<http://www.londonambulance.nhs.uk>

North East Ambulance Service NHS Foundation Trust

<http://www.neas.nhs.uk>

North West Ambulance Service NHS Trust

<http://www.nwas.nhs.uk>

South Central Ambulance Service NHS Foundation Trust

<http://www.southcentralambulance.nhs.uk>

South East Coast Ambulance Service NHS Foundation Trust

<http://www.secamb.nhs.uk>

South Western Ambulance Service NHS Foundation Trust

<https://www.swast.nhs.uk/welcome>

West Midlands Ambulance Service NHS Trust

<http://www.wmas.nhs.uk>

Yorkshire Ambulance Service NHS Trust

<http://www.yas.nhs.uk>

Northern Island

<http://www.hscni.net/index.php?link=trusts>

<http://www.niamb.co.uk/>

Scotland

<https://www.scot.nhs.uk/organisations/>

<http://www.scottishambulance.com/WhatWeDo/Default.aspx>

Wales

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<https://www.ambulance.wales.nhs.uk/>

Isle of Man

<https://www.gov.im/about-the-government/departments/health-and-social-care/>

<https://www.gov.im/categories/health-and-wellbeing/isle-of-man-ambulance-service/>

Channel Islands

<https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx>

<https://www.gov.gg/article/119652/Health-Social-Care--Wellbeing>

<https://www.gov.je/pages/contacts.aspx?contactid=87>

St John Ambulance Cymru - Wales' leading first aid charity (sjacymru.org.uk)

CENTRAL GOVERNMENT DEPARTMENTS AND THEIR AGENCIES:

<http://www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm>

REGISTERED SOCIAL LANDLORDS:

Government-funded, not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

England

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Scotland

<https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx>

Northern Ireland

<https://www.nidirect.gov.uk/contacts/housing-associations>

Wales

<https://gov.wales/>

Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/affordable-housing/public-sector-housing/housing-authority-contacts/>

Channel Islands

<https://www.gov.je/Home/RentingBuying/OtherRentalOptions/Pages/OtherHousing.aspx>

<http://www.gha.gg/>

EDUCATIONAL ESTABLISHMENTS:

Nursery, primary, middle or high schools, secondary schools, Academies, free schools, special schools, Pupil Referral Units (PRU), further education colleges, universities.

UK – England, Scotland, Northern Ireland, Wales

<http://www.schoolswebdirectory.co.uk/index.php>

<https://get-information-schools.service.gov.uk/>

<https://www.hefcw.ac.uk/>

<https://www.universitiesuk.ac.uk>

Isle of Man

<https://www.gov.im/categories/education-training-and-careers/schools-and-colleges/>

Channel Islands

<https://www.gov.je/Education/Schools/FindingSchool/Pages/default.aspx>

<https://www.gov.gg/article/163185/Education-Working--Retiring>

CHARITIES

England and Wales

<https://www.gov.uk/government/organisations/charity-commission>

Scotland

<http://www.oscr.org.uk/>

Northern Ireland

<https://www.charitycommissionni.org.uk/charity-search/>

Isle of Man

Isle of Man Government - Charities

Channel Islands

<http://www.jerseycharities.org/members>

<http://www.charity.org.gg/Find>

Suppliers are advised that the Contracting Authority and its Customers reserve the right to supply the tendered products, services, and commodities to companies that have a majority public sector ownership by any of the public sector bodies referred to above during the Framework Agreement period as stated in this document, for the purpose of selling to other public, private and third sector organisations.

VI.4) Procedures for review

VI.4.1) Review body

Commercial Services Kent Ltd

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csltd.org.uk

Country

United Kingdom