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Tender

Telephony - Unified Communications and Contact Centre

Sovini Ltd

F02: Contract notice

Notice identifier: 2021/S 000-000409

Procurement identifier (OCID): ocds-h6vhtk-0288ed

Published 8 January 2021, 6:32pm

Section I: Contracting authority

I.1) Name and addresses

Sovini Ltd

<https://sovini.co.uk/>, Dunnings Bridge Road

Bootle

L30 4TH

Contact

Joe Sephton

Email

Procurement@sovini.co.uk

Telephone

+44 3337331200

Country

United Kingdom

NUTS code

UKD7 - Merseyside

National registration number

United Kingdom

Internet address(es)

Main address

<https://sovini.co.uk/>

Buyer's address

<https://www.delta-esourcing.com/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Bootle:-Telecommunications-system./X368M7PP72>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony - Unified Communications and Contact Centre

II.1.2) Main CPV code

- 32524000 - Telecommunications system

II.1.3) Type of contract

Supplies

II.1.4) Short description

Sovini intends to procure a unified communication platform and contact centre platform to support new business processes and future growth ambitions to enhance the group's digital / serve customer offer through more efficient technology.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32412100 - Telecommunications network
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

Main site or place of performance

Merseyside

II.2.4) Description of the procurement

Sovini intends to procure a unified communication platform and contact centre platform to support new business processes and future growth ambitions to enhance the group's digital / serve customer offer through more efficient technology.

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: £250,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Please see attached documentaton

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

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/X368M7PP72>

Section III. Legal, economic, financial and technical information

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

Please see attached Tender Documents

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 232-573846](#)

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

Date

12 February 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

12 February 2021

Local time

12:00pm

Information about authorised persons and opening procedure

Submission are to be issued via Delta e-sourcing by 12/02/2021 at 12pm noon electronically.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Bootle:-Telecommunications-system./X368M7PP72>

To respond to this opportunity, please click here:

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GO Reference: GO-202118-PRO-17616551

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Royal Court of Justice, Strand House

London

WC2A ZLL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Sovini will incorporate a voluntary minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to challenge the decision to award the framework agreement before it is executed/signed.