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Tender

Telephony Replacement Solution

Midland Heart

F02: Contract notice

Notice identifier: 2022/S 000-000548

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

Published 7 January 2022, 5:00pm

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

UK - United Kingdom

Internet address(es)

Main address

www.midlandheart.org.uk

I.3) Communication

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

<https://in-tendhost.co.uk/midlandheart/asp/Home>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Other type

Housing Association

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 Their legacy on-premise PBX systems have become out of date and are not designed for new technologies or the ever-growing mobile workforce, and therefore require replacing with a resilient, cloud-based platform for the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.2) Description

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 Their legacy on-premise PBX systems have become out of date and are not designed for new technologies or the ever-growing mobile workforce, and therefore require replacing with a resilient, cloud-based platform for the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

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

60

This contract is subject to renewal

Yes

Description of renewals

5 further optional extension periods of 12 months

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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: Yes

IV.2) Administrative information

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

Date

7 February 2022

Local time

11:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

7 February 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

VI.4) Procedures for review

VI.4.1) Review body

Midland Heart

Birmingham

Country

United Kingdom