This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/001062-2023">https://www.find-tender.service.gov.uk/Notice/001062-2023</a>

Tender

# **Supply of an Enterprise Voice and Customer Contact Centre Solution**

Worthing Homes Ltd

F02: Contract notice

Notice identifier: 2023/S 000-001062

Procurement identifier (OCID): ocds-h6vhtk-03972d

Published 13 January 2023, 11:11am

# **Section I: Contracting authority**

# I.1) Name and addresses

Worthing Homes Ltd

Davison House, North Street

Worthing

**BN11 1ER** 

#### Contact

Neville Brown

#### **Email**

neville.brown@itica.com

#### **Telephone**

+44 7771810621

## Country

**United Kingdom** 

#### **NUTS** code

UKJ27 - West Sussex (South West)

#### Internet address(es)

Main address

www.worthing-homes.org.uk

Buyer's address

https://www.mytenders.co.uk/search/Search\_AuthProfile.aspx?ID=AA20962

# I.3) Communication

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

https://www.mytenders.co.uk/

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.mytenders.co.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

Supply of an Enterprise Voice and Customer Contact Centre Solution

## II.1.2) Main CPV code

• 32524000 - Telecommunications system

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Supply, implementation and support of a hosted enterprise voice and customer contact management solution.

#### II.1.5) Estimated total value

Value excluding VAT: £300,000

#### II.1.6) Information about lots

This contract is divided into lots: No

## II.2) Description

#### II.2.2) Additional CPV code(s)

• 32524000 - Telecommunications system

#### II.2.3) Place of performance

**NUTS** codes

• UKJ27 - West Sussex (South West)

Main site or place of performance

Davison House, Worthing

#### II.2.4) Description of the procurement

Supply and implementation of services / capabilities covering our enterprise voice and customer contact management, for example;

- o Dial-plan management for 100 users of standard telephony services
- o 'Work Anywhere'
- o Voicemail
- o DDI call routing including interfacing with our SIP services
- o IVR for main number and contact centre
- o Call handling / routing
- o Task management
- o Call recording, including PCI / DSS
- o Integration with Civica Cx (Housing Management System) and Microsoft O365
- o Service reporting
- o Future AI capabilities, for example 'virtual' agents
- o Future Omni-channel management

#### II.2.5) Award criteria

Quality criterion - Name: Functional Requirements - Phase 1 / Weighting: 20

Quality criterion - Name: Functional Requirements - Phase 2 / Weighting: 20

Quality criterion - Name: Non-Functional Requirements / Weighting: 5

Quality criterion - Name: Professional Services / Weighting: 10

Quality criterion - Name: Service & Support / Weighting: 15

Quality criterion - Name: Demonstrations / Weighting: 10

Price - Weighting: 20

#### II.2.6) Estimated value

Value excluding VAT: £300,000

#### 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

Annually for a further five years

#### II.2.10) Information about variants

Variants will be accepted: No

#### II.2.11) Information about options

Options: Yes

Description of options

Phase 2 may require additional capabilities to enable the use of the functionalities described in the ITT Part 2, Section A2

#### 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

In addition to identifying the appropriate technical 'platform' and service, Worthing Homes is seeking a partner than can offer capabilities to enable to maximise the value gained from what is a substantial investment.

# 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

## III.2) Conditions related to the contract

#### III.2.2) Contract performance conditions

As contained in ITT 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.2.2) Time limit for receipt of tenders or requests to participate

Date

13 February 2023

Local time

12:00pm

#### 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: 6 (from the date stated for receipt of tender)

#### IV.2.7) Conditions for opening of tenders

Date

13 February 2023

Local time

1:00pm

Place

**Davison House** 

Information about authorised persons and opening procedure

Lou Laraway, Head of Finance and IT

Andy Wyatt, Procurement

# **Section VI. Complementary information**

# VI.1) Information about recurrence

This is a recurrent procurement: No

# VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search Switch.aspx?ID=228458.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help\_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:228458)

# VI.4) Procedures for review

# VI.4.1) Review body

Public Procurement Review Service

**Cabinet Office** 

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

**United Kingdom** 

Internet address

https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit