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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

<http://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>