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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](mailto: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](http://www.worthing-homes.org.uk)

Buyer's address

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

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## **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

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## **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

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## **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](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](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](mailto: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>