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Tender

## **Telephone System**

East Durham College

F02: Contract notice

Notice identifier: 2021/S 000-005323

Procurement identifier (OCID): ocids-h6vhtk-029c3c

Published 16 March 2021, 3:36pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

East Durham College

Peterlee Campus, Willerby Grove

PETERLEE

SR82RN

#### **Contact**

Joanne Wilson

#### **Email**

[joanne.wilson@eastdurham.ac.uk](mailto:joanne.wilson@eastdurham.ac.uk)

#### **Telephone**

+44 1915188238

#### **Country**

United Kingdom

**NUTS code**

UKC - North East (England)

**Internet address(es)**

Main address

<https://www.eastdurham.ac.uk>

**I.3) Communication**

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

<https://www.gov.uk/contracts-finder>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.joanne.wilson@eastdurham.ac.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Telephone System

**II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

East Durham College is looking to secure one organisation to provide the installation, maintenance and support service of a telephone system (including call charges) for the period of 5 years with an option to extend for one year.

East Durham College requires a modern cloud based telephone system that workers can use both on and off site either by app on a mobile or via a software phone.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 32429000 - Telephone network equipment
- 32500000 - Telecommunications equipment and supplies
- 50331000 - Repair and maintenance services of telecommunications lines
- 50332000 - Telecommunications-infrastructure maintenance services
- 51330000 - Installation services of radiotelephony apparatus
- 64214000 - Dedicated-business telephone network services
- 64215000 - IP telephone services

### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)

Main site or place of performance

East Durham College

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

East Durham College is looking to secure one organisation to provide the installation, maintenance and support service of a telephone system (including call charges) for the period of 5 years with an option to extend for one year.

East Durham College is committed to utilisation of a variety of technology solutions to improve efficiency and minimise costs. The technology deployed must be able to meet the information flow between the organisation and its geographically dispersed operations.

#### Project Deliverables

A managed VoIP telephony service with an agreed number of handsets

Single provider for all services/equipment

Single monthly bill and relevant monitoring, management and reporting

Migration of service from existing supplier (if required) including the management of any third parties required to deliver the service

Full installation and transitions services

Choice of devices, value for money solutions

Support and maintenance Services

#### Existing Telephone System Contract

The existing telephone contract is due for renewal We currently have 2 Mitel telephone systems, one located at our main campus in Peterlee that is also used at our secondary Peterlee campus and one at our Houghall Campus in Durham. We have around 420 lines split between 3 campuses. Each site is linked via a leased line which provides voice and data separate to this contract. We also have several satellite sites that are currently not connected in any way to the main campus.

The sites on which the telephone systems are hosted currently have ISDN for outside lines. Each site in turn is linked internally with a leased line one of 100mb capacity and the other of 1gb capacity.

East Durham College requires a modern cloud based telephone system that workers can use both on and off site either by an app on a mobile device or via a software phone.

The college requires 450 handsets with the option of extending to 500 at a later date. We also require a block of 100 additional numbers from commencement of contract. In addition, several satellite sites require handsets/softphones with no more than 30 users. A

call package is required for each user also.

Tenderers should be able to provide a dedicated point of contact or account manager who can deal with faults, queries, upgrades, support etc

Those quoting, or their providers, should be prepared to allow an acceptable test period of 2 weeks during which the service will be confirmed satisfactory.

Should the service or coverage fail to be satisfactory East Durham College shall have the right to cease the agreement forthwith at no cost or detriment to the College.

#### **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: £300,000

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

Start date

19 July 2021

End date

20 July 2026

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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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.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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: Yes

### **IV.2) Administrative information**

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

Date

9 April 2021

Local time

4:00pm

#### **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 April 2021

Local time

9:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

East Durham College

Co Durham

SR8 2RN

Country

United Kingdom