

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006078-2022>

Tender

## **Cloud Unified Communications Solution (UCaaS)**

Southway Housing Trust

F02: Contract notice

Notice identifier: 2022/S 000-006078

Procurement identifier (OCID): ocids-h6vhtk-031e57

Published 4 March 2022, 4:15pm

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

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

Southway Housing Trust

Southern Gate, 729 Princess Road

Didsbury

M20 2LT

#### **Contact**

Chris Shaw

#### **Email**

[chris.shaw@shawc.co.uk](mailto:chris.shaw@shawc.co.uk)

#### **Telephone**

+44 7722067596

#### **Country**

United Kingdom

**NUTS code**

UKD33 - Manchester

**Internet address(es)**

Main address

<https://www.southwayhousing.co.uk/>

Buyer's address

<https://www.shawc.co.uk>

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Didsbury:-Telecommunications-services./A4K9ZKR3DK>

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

Registered Society under the Co-operative and Community Benefit Societies Act 2014

**I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

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

#### **II.1.1) Title**

Cloud Unified Communications Solution (UCaaS)

#### **II.1.2) Main CPV code**

- 64200000 - Telecommunications services

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

Services

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

Southway's current Cisco HCS Telephony, Contact Centre, Enghouse Call Recording, Wallboard, and Call Reporting systems are due for renewal.

The objective of this procurement is to identify a supplier of a Cloud provided, device agnostic Telephony, Omni-Channel Contact Centre, Call Recording, Wallboard, Call Reporting solution that is fully integrated with Southway's Office 365 platform which is licensed on Microsoft 365 E3.

The replacement solution needs to support a minimum number of 235 users including 30 Contact Centre Staff but must be scalable by 20% at the same unit cost.

The proposed solution needs to be delivered by the 1st October 2022 ready for go live no later than the 31st October 2022.

NOTE: Value of the Procurement is unknown at this stage.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKD3 - Greater Manchester

Main site or place of performance

Greater Manchester

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

The key requirements for the replacement solution are:

- A Cloud delivered Unified Telephony and Contact Centre solution which can be used from any location using any device i.e. That is: any Southway office, staff members home and even when working as a mobile user.
- Contact Centre solution which provides omni-channel options e.g. voice, email, web chat, conversational chatbot, social media (Facebook, WhatsApp) and messaging integration using any form of these communications for inbound and outbound contacts.
- PCI DSS compliant call recording solution which can (if required) either automatically pauses and then starts call recordings or hands off the payment transaction to payment process that uses DTMF tones. Note: Southway's payment system is AllPay.
- A Call Recording solution which records all calls coming in and out of the business from any location. The Call Recording Solution must be intelligent and use AI and Machine Learning to evaluate the calls, score the calls (using sentiment analysis) and escalate any of the flagged calls for review.
- All components of the proposed solution must be resiliently provisioned and have no single points of failure.
- The solution needs to easily accommodate growth and contraction of users across Southway, the licensing model needs to allow for this.
- The current range of Non-Geographical Numbers (NGN's) and DDI's will need to be transferred over to the proposed solution.
- Full Training for end users, contact centre users, supervisors and IT is required.
- Billing should be simplified to a monthly retrospective billing cycle and broken down to the respective parts, each bill should be downloadable from a portal and or emailed to designated Southway staff.

- Southway's existing Telephony & Contact Centre solution goes out of contract on the 30th October 2022; therefore your proposed solution must be fully implemented and operational by 1st October 2022.

#### **II.2.5) Award criteria**

Quality criterion - Name: Qualitative Assessment of the Suppliers Response / Weighting: 60

Cost criterion - Name: Total Cost of the Solution projected over 5 years. / Weighting: 40

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

Duration in months

42

This contract is subject to renewal

Yes

Description of renewals

The contract will be for initially 3 years with a possible extension of 2 years in 12-month increments.

#### **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: No

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

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

Date

4 April 2022

Local time

10:00am

#### **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

4 April 2022

Local time

10:00am

Place

Virtually

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Didsbury:-Telecommunications-services./A4K9ZKR3DK>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/A4K9ZKR3DK>

GO Reference: GO-202234-PRO-19738167

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

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

Southway Housing Trust

Southern Gate, 729 Princess Road

Didsbury

M20 2LT

Country

United Kingdom