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Tender

Cloud Unified Communications Solution (UCaaS)

Southway Housing Trust

F02: Contract notice

Notice identifier: 2022/S 000-006078

Procurement identifier (OCID): ocds-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

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