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Contract

Telephone System

East Durham College

F03: Contract award notice

Notice identifier: 2021/S 000-009648

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

Published 5 May 2021, 9:35am

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

Country

United Kingdom

NUTS code

UKC - North East (England)

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

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

Procurement 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.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £79,428

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)

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.

Project Deliverables:-

A managed VoIP telephony service with an agreed number of handsets.

Single provider for all services/equipment.

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

Full Installation and transition services.

Choice of devices, value for money solutions.

Support and maintenance services.

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 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 contract or account manager who can deal with faults, queries, upgrades, support etc.

II.2.5) Award criteria

Quality criterion - Name: Approach, methodology and flexibility / Weighting: 10%

Quality criterion - Name: Ability to meet specification / Weighting: 15%

Quality criterion - Name: Capability and capacity to fulfil contract and meet timeline as per specification and Appendix 2 / Weighting: 15%

Quality criterion - Name: Company experience in the provision of similar contracts / Weighting: 5%

Quality criterion - Name: Added Value / Weighting: 5%

Price - Weighting: 50%

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for an additional 1 year

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-005323](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Title

Telephone System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 May 2021

V.2.2) Information about tenders

Number of tenders received: 25

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Focus Group

Focus House

West Sussex

BN43 6PA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £79,428

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

East Durham College

Co Durham

SR8 2RN

Country

United Kingdom

