This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/010085-2022

Award

R5828 Telephony Solution

Tower Hamlets

F15: Voluntary ex ante transparency notice
Notice identifier: 2022/S 000-010085
Procurement identifier (OCID): ocds-h6vhtk-032e01
Published 14 April 2022, 3:31pm

Section I: Contracting authority/entity

I.1) Name and addresses

Tower Hamlets

Mulberry Place, 5 Clove Crescent, Town Hall

London

E14 2BG

Contact

Mr Neil Ward

Email

Neil.Ward@towerhamlets.gov.uk

Telephone

+44 2073645000

Country

United Kingdom

NUTS code

UKI4 - Inner London – East

Internet address(es)

Main address

http://www.towerhamlets.gov.uk

Buyer's address

http://www.towerhamlets.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

R5828 Telephony Solution

Reference number

DN607960

II.1.2) Main CPV code

- 50330000 - Maintenance services of telecommunications equipment

II.1.3) Type of contract

Services

II.1.4) Short description

The Mayor and Burgesses of the London Borough of Tower Hamlets intend to enter into a contract with Bell Integration. The service is to provide telephony services to the council, including hosting, SIP trunks, licensing, voice recording, IVR facilities, speech recognition software, maintenance and support.

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: £1,801,254

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKI4 - Inner London – East

II.2.4) Description of the procurement

The service is to provide telephony services to the council, including hosting, SIP trunks, licensing, voice recording, IVR facilities, and maintenance and support.

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:

    ○ absence of competition for technical reasons

Explanation:

This award is lawful in accordance with regulation 32(2)(b)(II) because competition is

absent for technical reasons. The Council operates a long standing telephony system which will eventually be replaced when it moves to its new premises. The Economic Operator is the only company that can provide maintenance and support for the council's current

infrastructure. The contract will be awarded for 3 years (2 + 1).

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

14 April 2022

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Bell Integration

New Hampshire Court, St. Pauls Road

Southsea, Hampshire

PO5 4AQ

Country

United Kingdom

NUTS code

- UKI4 - Inner London – East

National registration number

07499456

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £1,801,254

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Tower Hamlets

London

Country

United Kingdom