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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](mailto: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

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**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

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## **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

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## **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

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## **Section VI. Complementary information**

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

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

London Borough of Tower Hamlets

London

Country

United Kingdom