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Contract

Telephone System

East Durham College

F20: Modification notice

Notice identifier: 2021/S 000-010220

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

Published 11 May 2021, 10:24am

Section I: Contracting authority/entity

I.1) Name and addresses

East Durham College

Peterlee Campus, Willerby Grove

PETERLEE

SR82RN

Contact

Joanne Wilson

Email

joanne.wilson@eastdurham.ac.uk

Telephone

+44 1915188238

Country

United Kingdom

NUTS code

UKC - North East (England)

Internet address(es)

Main address

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

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.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 at the time of conclusion of the contract:

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 of 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 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.

East Durham 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 contact or account manager who can deal with faults, queries, upgrades, support etc.

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

Start date

19 July 2021

End date

20 July 2026

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-009648](#)

Section V. Award of contract/concession

Contract No

2021/S000-005323

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

4 May 2021

V.2.2) Information about tenders

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

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

Focus Group

Focus House

West Sussex

BN43 6PA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £79,428

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

East Durham College

Willerby Grove

Co Durham

SR8 2RN

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 64000000 - Postal and telecommunications services

VII.1.2) 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

VII.1.3) Place of performance

NUTS code

- UKC - North East (England)

VII.1.4) 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.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or

concession

Start date

19 July 2021

End date

20 July 2026

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£82,737.50

VII.1.7) Name and address of the contractor/concessionaire

Focus Group

Focus House

West Sussex

BN43 6PA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Value of contract excl VAT changed due to error input in previous publication

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Contract value excl VAT was input due to human error - no other modifications have been applied

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £79,428

Total contract value after the modifications

Value excluding VAT: £82,737.50