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Tender

## **Telephony Modernisation**

East Riding of Yorkshire Council

F02: Contract notice

Notice identifier: 2023/S 000-010262

Procurement identifier (OCID): ocds-h6vhtk-03bd8a

Published 6 April 2023, 6:24pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

East Riding of Yorkshire Council

County Hall, Cross Street,

Beverley

HU17 9BA

#### **Contact**

Andrew S Brown

#### **Email**

[andrew.s.brown@eastriding.gov.uk](mailto:andrew.s.brown@eastriding.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**National registration number**

647 4711 23

**Internet address(es)**

Main address

<https://www.eastriding.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103298>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=67046&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67046&B=UK)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=67046&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67046&B=UK)

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Telephony Modernisation

Reference number

2426-23

#### **II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

East Riding of Yorkshire Council (ERYC) is seeking to create a framework agreement with a Partner ("the Supplier") with the appropriate product range, experience and competitive pricing to supply the authority a new modern, flexible, scalable and integrated telephony and contact centre solution.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

East Riding of Yorkshire Council (ERYC) is seeking to create a framework agreement with a Partner ("the Supplier") with the appropriate product range, experience and competitive pricing to supply the authority a new modern, flexible, scalable and integrated telephony and contact centre solution.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Call-off contracts under the terms of the framework may be extended as per the information provided within the tender documentation.

#### **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 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

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## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 June 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

9 June 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

The High Court

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>