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Tender

Supply of a Cloud Teams Telephony and Integrated Contact Centre Solution

Believe Housing Ltd

F02: Contract notice

Notice identifier: 2023/S 000-013751

Procurement identifier (OCID): ocids-h6vhtk-03c8b5

Published 15 May 2023, 12:17pm

Section I: Contracting authority

I.1) Name and addresses

Believe Housing Ltd

Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

Email

christopher.jones@believehousing.co.uk

Country

United Kingdom

NUTS code

UKC14 - Durham CC

Internet address(es)

Main address

<https://www.believehousing.co.uk/>

Buyer's address

<https://in-tendhost.co.uk/believehousing.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/believehousing.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/believehousing.aspx/Home>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/believehousing.aspx/Home>

I.4) Type of the contracting authority

Other type

Social Housing

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of a Cloud Teams Telephony and Integrated Contact Centre Solution

Reference number

believe-2023 269

II.1.2) Main CPV code

- 50334100 - Repair and maintenance services of line telephony equipment

II.1.3) Type of contract

Services

II.1.4) Short description

Supply of a Cloud Teams Telephony and Integrated 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)

- 64214200 - Telephone switchboard services
- 50334100 - Repair and maintenance services of line telephony equipment

II.2.3) Place of performance

NUTS codes

- UKC14 - Durham CC

II.2.4) Description of the procurement

Supply of a Cloud Teams Telephony and Integrated 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

Start date

1 January 2025

End date

31 December 2028

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to 2 years on 1 occasion

II.2.10) Information about variants

Variants will be accepted: No

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

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

22 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

22 June 2023

Local time

12:00pm

Place

Opening of tender will be via electronic means

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Believe Housing Ltd

Coast House, Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

Country

United Kingdom