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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): ocds-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](mailto: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

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## **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