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Tender

Telephony Contact Centre System Replacement - South Norfolk District Council and Broadland District Council

South Norfolk District Council

F02: Contract notice

Notice identifier: 2023/S 000-016767

Procurement identifier (OCID): ocds-h6vhtk-03d5eb

Published 13 June 2023, 4:08pm

Section I: Contracting authority

I.1) Name and addresses

South Norfolk District Council

Horizon Business Park, Peachman Way

Norwich

NR7 0WF

Contact

Allison Parkinson-White

Email

Allison.Parkinson-White@breckland.gov.uk

Country

United Kingdom

NUTS code

UKH17 - Breckland and South Norfolk

Internet address(es)

Main address

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

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony Contact Centre System Replacement - South Norfolk District Council and Broadland District Council

Reference number

165-SNBD-22

II.1.2) Main CPV code

- 79511000 - Telephone operator services

II.1.3) Type of contract

Services

II.1.4) Short description

You are invited to tender for the provision, maintenance and support of our contact centre telephone system for South Norfolk Council and Broadland District Council ("The Councils) Procurement Ref: 165/SN/22. The tender will be in the form of a further competition in accordance with Crown Commercial Service's (CCS) procurement framework RM3808 Lot 4. The contract will be awarded in accordance with the framework documentation.

II.1.5) Estimated total value

Value excluding VAT: £397,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64210000 - Telephone and data transmission services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

You are invited to tender for the provision, maintenance and support of our contact centre telephone system for South Norfolk Council and Broadland District Council ("The Councils) Procurement Ref: 165/SN/22. The tender will be in the form of a further competition in accordance with Crown Commercial Service's (CCS) procurement framework RM3808 Lot 4. The contract will be awarded in accordance with the framework documentation.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £397,000

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

Start date

2 August 2023

End date

31 October 2026

This contract is subject to renewal

Yes

Description of renewals

3 years (1 year + 1 year + 1 year)

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 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

30 June 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30 September 2023

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Optional

VI.4) Procedures for review

VI.4.1) Review body

Breckland District Council

Dereham

Country

United Kingdom