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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): ocids-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](mailto: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

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**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

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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**

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

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## **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