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Tender

## **CBC-1239-T-AE Unified Communications Solution**

Central Bedfordshire Council

F02: Contract notice

Notice identifier: 2021/S 000-017327

Procurement identifier (OCID): ocds-h6vhtk-02cb1d

Published 22 July 2021, 12:16pm

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

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

Central Bedfordshire Council

Priory House

Chicksands

SG17 5TQ

#### **Contact**

+44 3003005997

#### **Email**

[procurement@centralbedfordshire.gov.uk](mailto:procurement@centralbedfordshire.gov.uk)

#### **Telephone**

+44 3003008000

#### **Country**

United Kingdom

**NUTS code**

UKH25 - Central Bedfordshire

**Internet address(es)**

Main address

<http://in-tendhost.co.uk/centralbedfordshire>

**I.3) Communication**

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

<https://in-tendhost.co.uk/centralbedfordshire>

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**

CBC-1239-T-AE Unified Communications Solution

Reference number

CBC-1239-T-AE

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

- 64200000 - Telecommunications services

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

Services

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

The Council (CBC) has adopted flexible working practices and is looking for a Unified Communication solution to support this approach. You are invited to tender for a 3-year contract for the provision of one (or more) Lots making up the provision and ongoing 3rd line support of a new, cloud based, Unified Communications Solution (UCS) for CBC. The Lots you are invited to tender for that make up this UCS are detailed in this notice. The contracts may have up to two 12 month extensions making a maximum total of five years contract length. Suppliers may bid for one or more Lots and there is no limit to the number of Lots a supplier can bid for, nor is there any limit on the number of Lots a single supplier may be awarded. Where a supplier is awarded more than one Lot, CBC may combine the Lots into a single contract. CBC reserve the right not to award any or all Lots.

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Lot 1 – Provision of Mobile phone hardware

Lot No

1

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

- 32250000 - Mobile telephones

**II.2.3) Place of performance**

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC currently provides handsets to almost all of its employees. CBC currently uses Apple iPhones for mobile phone handsets. Most of these handsets have reached their end of life due to the age of hardware. The new UCS will see a reduction in the number of handsets required –it is expected in the future only employees who travel for work purposes will need a mobile phone. The current expectation is that this would be approximately 1,500 employees.

**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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

**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

## **II.2) Description**

### **II.2.1) Title**

Lot 2 – Provision of Mobile voice and data services (via supply of SIMs)

Lot No

2

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

- 64212000 - Mobile-telephone services

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

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC requires a mobile voice and data service for employees who have a CBC provided mobile phone. This service needs to be available across the CBC areas of operation i.e. across the whole of Central Bedfordshire. Addresses for CBC buildings are listed in Appendix A, with key buildings highlighted; CBC require that a strong voice and data signal is available at these locations. If additional inbuilding solutions are required to ensure that there is a strong voice and data signal, these are to be provided at the vendor's cost.

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot3–Provision and deployment of Session Initiation Protocol (SIP) trunks

Lot No

3

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

- 32524000 - Telecommunications system

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

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC wishes to procure SIP trunks to provide inbound and outbound calling capability for its Unified Communications Solution. The supplier of the SIP trunks needs to provide a highly resilient solution that can interface with the SBCs in Lot4 selected by CBC. The SIP trunks will need to be compatible with the SBC in Lot4 and the Telephony in Lot5.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

#### **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

## **II.2) Description**

### **II.2.1) Title**

Lot4 –Provision and deployment of Session Border Controllers (SBC) managed service

Lot No

4

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

- 64200000 - Telecommunications services

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

NUTS codes

- UKH25 - Central Bedfordshire

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

The supplier of the SBC needs to provide a highly resilient solution that can interface with the SIP trunks in Lot3 selected by CBC. The SBC will need to be compatible with the SIP trunks in Lot3 and the Telephony in Lot5.

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot5 –Provision and deployment of Telephony solution

Lot No

5

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

- 64215000 - IP telephone services

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

NUTS codes

- UKH25 - Central Bedfordshire

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

A telephony solution is required for approximately 4,000 CBC employees. Microsoft Teams is required for the user interface for Telephony, both on Windows laptops and MacBooks, and mobile phones. CBC is happy for this to be accomplished using Microsoft Teams natively or with a 3rdparty plugin. This is in addition to the mobile phone being used as a conventional phone. Administration is acceptable via Microsoft Teams, a dedicated application or a browser.

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot6 –Provision and deployment of Contact Centre solution

Lot No

6

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

- 64200000 - Telecommunications services

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

NUTS codes

- UKH25 - Central Bedfordshire

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

A Contact Centre solution is required for approximately 200 CBC Contact Centre employees. Microsoft Teams is preferred to be the user interface for Contact Centre. If Microsoft Teams is used, CBC is happy for this to be accomplished using Microsoft Teams either natively or with a 3rdpartyplugin. Administration is acceptable via Microsoft Teams, a dedicated application or a browser

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot7 –Provision and deployment of Interactive Voice Response (IVR) solution

Lot No

7

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

- 64200000 - Telecommunications services

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

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC has a requirement for an IVR solution as an initial contact point for incoming calls. Any recommended IVR must integrate with the Telephony solution from Lot5 and the Contact Solution from Lot6.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

#### **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

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

#### **II.2.1) Title**

Lot8 –Provision and deployment of Workforce Management (WFM) solution

Lot No

8

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

- 48450000 - Time accounting or human resources software package

**II.2.3) Place of performance**

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC has a requirement for a Workforce Management (WFM) solution to enhance its Contact Centre solution. Any recommended WFM solution must be integrated with, or be interfaced with, the Contact Centre solution from Lot6.

**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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

**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

## **II.2) Description**

### **II.2.1) Title**

Lot9 –Provision and deployment of Meeting Room solution

Lot No

9

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

- 48421000 - Facilities management software package

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

NUTS codes

- UKH25 - Central Bedfordshire

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

CBC has a requirement for a Meeting Room solution to support our hybrid workplace, using Microsoft Teams as the user interface. Any recommended Meeting Rooms solution must be Microsoft Teams-based and be compatible with the Telephony solution in Lot5.

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month extensions to be at the discretion of the Council.

**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

23 August 2021

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**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

23 August 2021

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**

Central Bedfordshire Council

Shefford

Country

United Kingdom