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Tender

Communications Solutions

Crescent Purchasing Limited
Dukefield Procurement Limited
Education
Public Sector

F02: Contract notice
Notice identifier: 2022/S 000-018193
Procurement identifier (OCID): ocds-h6vhtk-034db9
Published 4 July 2022, 3:42pm

Section I: Contracting authority

I.1) Name and addresses

Crescent Purchasing Limited

Procurement House, Leslie Hough Way

Salford

M6 6AJ

Email

helpdesk@thecpc.ac.uk

Telephone

+44 8000662188

Fax

+44 1612955599

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.thecpc.ac.uk>

Buyer's address

<http://www.thecpc.ac.uk>

I.1) Name and addresses

Dukefield Procurement Limited

Parkside House , 167 Chorley New Road

Bolton

BL1 4RA

Email

steve.davies@dukefieldprocurement.co.uk

Telephone

+44 7966040564

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.dukefield.co.uk/about-us/>

Buyer's address

<http://www.dukefield.co.uk/about-us/>

I.1) Name and addresses

Education

Procurement House, Unit 23, Leslie Hough Way

Salford

M6 6AJ

Email

helpdesk@thecpc.ac.uk

Telephone

+44 8000662188

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.thecpc.ac.uk>

Buyer's address

<http://www.thecpc.ac.uk>

I.1) Name and addresses

Public Sector

Procurement House, Unit 23 Leslie Hough Way

Salford

M6 6AJ

Email

steve.davies@dukefieldprocurement.co.uk

Telephone

+44 7966040564

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.thecpc.ac.uk>

Buyer's address

<http://www.thecpc.ac.uk>

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://suppliers.multiquote.com>

Additional information can be obtained from another address:

Crescent Purchasing Limited

Procurement House, Leslie Hough Way

Salford

M6 6AJ

Email

helpdesk@thecpc.ac.uk

Telephone

+44 8000662188

Fax

+44 1612955599

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.thecpc.ac.uk>

Buyer's address

<http://www.thecpc.ac.uk>

Tenders or requests to participate must be submitted electronically via

<https://suppliers.multiquote.com>

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Communications Solutions

Reference number

CA10681 - CPC/DU/TELE/02

II.1.2) Main CPV code

- 32500000 - Telecommunications equipment and supplies

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Framework will provide a comprehensive range of communications and telecommunications solutions. It is being established to meet the needs of Crescent Purchasing Consortium Members, <http://www.thecpc.ac.uk/members/regions.php> and potential members at <https://www.get-information-schools.service.gov.uk/new>. It is also open for use by all contracting authorities across the UK public sector (and any future successors). These include (but not limited to) central government departments and agencies, Non Departmental Public Bodies, NHS bodies, Local Authorities, Police Authorities, Emergency Services, Educational Establishments, Hospices, Registered Charities, National Parks and registered Social Landlords. Full details of the classification of eligible end user organisations and geographical areas is available at

<http://www.dukefieldprocurement.co.uk/fts-eligible-users>

The Framework will be let across five Lots, with a maximum of 8 suppliers awarded a place on each of the Lots.

II.1.5) Estimated total value

Value excluding VAT: £90,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

5

Maximum number of lots that may be awarded to one tenderer: 5

II.2) Description

II.2.1) Title

Unified Communications and Telephony

Lot No

1

II.2.2) Additional CPV code(s)

- 64227000 - Integrated telecommunications services
- 50332000 - Telecommunications-infrastructure maintenance services
- 32581000 - Data-communications equipment
- 32570000 - Communications equipment
- 64210000 - Telephone and data transmission services
- 50334400 - Communications system maintenance services
- 64216000 - Electronic message and information services
- 48511000 - Desktop communications software package
- 50330000 - Maintenance services of telecommunications equipment
- 32550000 - Telephone equipment

- 64200000 - Telecommunications services
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32580000 - Data equipment
- 48219700 - Communications server software package
- 45314000 - Installation of telecommunications equipment
- 32524000 - Telecommunications system
- 32571000 - Communications infrastructure
- 51300000 - Installation services of communications equipment

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

The will involve, amongst other aspects, the supply of communications software, hardware, installation, training and support of communications supplies, services and solutions whereby users can use a multitude of different devices such as physical phones, software on laptops, PC's and apps on mobiles to make and receive calls via a telephony platform.

The Lot will provide the intelligent combining of voice, video, instant messaging, mobile voice and data, and other multimedia services in a bespoke way depending on the end users' needs. This Lot will cover all encompassing solutions offering for example Desktop Agent/Supervisor, Contact Centre, Video Conferencing and Email/Text management functionality. It will also provide access to IP Telephony, Voice Over IP Services and Call Tariff Packages; encompassing the provision and support of IP solutions.

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: £15,000,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

48 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x12 month(s)

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

Network Connectivity

Lot No

2

II.2.2) Additional CPV code(s)

- 32412000 - Communications network

- 32550000 - Telephone equipment
- 50331000 - Repair and maintenance services of telecommunications lines
- 32500000 - Telecommunications equipment and supplies
- 32571000 - Communications infrastructure
- 48219700 - Communications server software package
- 64200000 - Telecommunications services
- 32510000 - Wireless telecommunications system
- 32400000 - Networks
- 32520000 - Telecommunications cable and equipment
- 45314000 - Installation of telecommunications equipment
- 32412100 - Telecommunications network
- 32572000 - Communications cable
- 32521000 - Telecommunications cable
- 50330000 - Maintenance services of telecommunications equipment
- 48511000 - Desktop communications software package
- 50332000 - Telecommunications-infrastructure maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

The supply, setup and support of networks and associated networking services. It addresses the supply and support of networks and associated networking services for the provision of managed connectivity for high bandwidth secure services and other communications and telecommunications requirements.

This Lot also encompasses but is not limited to, the provision and support of digital connections, network equipment and servers, along with associated support services within premises, and will include Managed LAN services and Wi-Fi.

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: £15,000,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

48 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x12 month(s)

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

Omni Channel/Multi Media Communications

Lot No

3

II.2.2) Additional CPV code(s)

- 32571000 - Communications infrastructure
- 32500000 - Telecommunications equipment and supplies
- 32572000 - Communications cable
- 64200000 - Telecommunications services
- 32510000 - Wireless telecommunications system
- 32412000 - Communications network
- 51300000 - Installation services of communications equipment
- 48511000 - Desktop communications software package
- 32524000 - Telecommunications system
- 64210000 - Telephone and data transmission services
- 50334400 - Communications system maintenance services
- 32522000 - Telecommunications equipment
- 48219700 - Communications server software package
- 32417000 - Multimedia networks
- 50332000 - Telecommunications-infrastructure maintenance services
- 32412100 - Telecommunications network
- 32250000 - Mobile telephones
- 45314000 - Installation of telecommunications equipment
- 32520000 - Telecommunications cable and equipment
- 32570000 - Communications equipment
- 64212000 - Mobile-telephone services

- 32573000 - Communications control system
- 32546100 - Digital switchboards
- 32523000 - Telecommunications facilities

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

This Lot provides access to a comprehensive suite of Omni Channel/multi-media communications solutions addressing, amongst other aspects, the following characteristics:

- Multi-media communications
- Workforce management
- Quality Assurance – User Experience Score Cards/Speech Analytics
- Enquiry Reporting and Measuring
- Customer Relationship Management Integration

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: £15,000,000

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

Duration in months

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

48 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x12 month(s)

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

Mobile Communications

Lot No

4

II.2.2) Additional CPV code(s)

- 32250000 - Mobile telephones
- 32412100 - Telecommunications network
- 64210000 - Telephone and data transmission services
- 32581000 - Data-communications equipment
- 32510000 - Wireless telecommunications system
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 50330000 - Maintenance services of telecommunications equipment

- 64200000 - Telecommunications services
- 32550000 - Telephone equipment
- 32412000 - Communications network
- 32546100 - Digital switchboards
- 50333000 - Maintenance services of radio-communications equipment
- 32570000 - Communications equipment
- 50332000 - Telecommunications-infrastructure maintenance services
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32522000 - Telecommunications equipment
- 32520000 - Telecommunications cable and equipment
- 32500000 - Telecommunications equipment and supplies
- 64212000 - Mobile-telephone services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

This Lot will provide access to all aspects of mobile communications and services by either Mobile Network Operators (MNOs) or Resellers - i.e., handsets, other devices, airtime - call time, data etc, and associated value added services.

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: £15,000,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

48 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x12 month(s)

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

National One-Stop-Shop

Lot No

5

II.2.2) Additional CPV code(s)

- 50334400 - Communications system maintenance services
- 48219700 - Communications server software package

- 32250000 - Mobile telephones
- 32510000 - Wireless telecommunications system
- 32412000 - Communications network
- 64210000 - Telephone and data transmission services
- 45314120 - Installation of switchboards
- 64216000 - Electronic message and information services
- 32412100 - Telecommunications network
- 32572000 - Communications cable
- 32252100 - Hands-free mobile telephones
- 50331000 - Repair and maintenance services of telecommunications lines
- 32520000 - Telecommunications cable and equipment
- 32571000 - Communications infrastructure
- 32573000 - Communications control system
- 45314000 - Installation of telecommunications equipment
- 32546100 - Digital switchboards
- 32580000 - Data equipment
- 50332000 - Telecommunications-infrastructure maintenance services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 32540000 - Switchboards
- 48511000 - Desktop communications software package
- 64212000 - Mobile-telephone services
- 32524000 - Telecommunications system
- 32523000 - Telecommunications facilities
- 32500000 - Telecommunications equipment and supplies
- 32400000 - Networks
- 32570000 - Communications equipment

- 32522000 - Telecommunications equipment
- 32550000 - Telephone equipment
- 32581000 - Data-communications equipment
- 50333000 - Maintenance services of radio-communications equipment
- 64200000 - Telecommunications services
- 32521000 - Telecommunications cable
- 50330000 - Maintenance services of telecommunications equipment
- 51300000 - Installation services of communications equipment
- 32252110 - Hands-free mobile telephones (wireless)
- 32543000 - Telephone switchboards
- 64227000 - Integrated telecommunications services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

This Lot will provide access to the entire suite of communications solutions, supplies and services detailed within the scope of Lots 1, 2, 3 and 4 from a national one-stop-shop provision.

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: £30,000,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

48 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x12 month(s)

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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 40

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

8 August 2022

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

8 August 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

CPC Internal Reference Number is CPC/DU/TELE/02. The framework is being delivered by Crescent Purchasing Ltd through Crescent Purchasing Consortium and its partners Dukefield Procurement Ltd (who are a subsidiary of Dukefield Group Ltd). Dukefield Procurement Ltd are acting as agents of Crescent Purchasing Consortium in the development and ongoing contract management of this framework. The contracting authority will be using an eTendering system to conduct the procurement exercise. To access the procurement documentation suppliers must register their company details on the

Sourcing Cloud system at:

<https://suppliers.multiquote.com>

the tender is available from the opportunities menu on the login page of the site.

The contracting authority shall not be under any obligation to accept the lowest tender or indeed any tender. Crescent Purchasing Consortium expressly reserves the rights:

(a) to terminate the procurement process and not to award any contract as a result of the procurement process at any time;

(b) to make whatever changes it may see fit to the content and structure of the procurement as detailed within the tender documentation;

(c) to award a contract covering only part of the consortium's requirements if explicitly detailed within the tender documentation;

(d) to disqualify any organisation from the process that canvasses any employee of the Contracting Authority during the procurement process or standstill period if applicable;

(e) seek clarifications to tender responses on the basis that any clarification sought will not confer any undue competitive advantage in the favour of any supplier from whom such clarifications are being sought;

(f) where the contracting authority can evidence that there is a conflict of interest, either personal or in consideration of any organisation bidding for the contract, the contracting authority shall have the explicit right to immediately exclude that person or organisation from the tender process entirely;

(g) where the contracting authority has engaged in any pre-market soft testing prior to the commencement of the procurement process, the contracting authority reserves the right to

name any organisation that has been involved in these discussions and release any and all specifications/discussion documents to the market where appropriate to the subject matter of this procurement;

(h) the contracting authority will not be liable for any costs incurred by tenderers;

(i) the value of the framework provided in section II.1.5) is only an estimate and the contracting authority will not guarantee any business through this framework agreement;

and

(j) the contracting authority wishes to establish a framework agreement open for use by all Public Sector Bodies as stated in II.1.4).

Tenderers should note, in reference to section IV.1.3), envisaged maximum number of participants to the framework:

Where, following the evaluation of bids, more than one tenderer on a Lot is tied with the same final evaluation score and are ranked in the last supplier award position, each of these tenderers shall be deemed to occupy the last framework agreement contract award position for the Lot in question for the purpose of calculating the maximum number of suppliers under the framework.

The contracting authority will award a framework agreement to additional tenderers on a particular Lot beyond the stated maximum number for that Lot, where their final evaluation score (s) is within 0.5% of the last placed position only on the particular Lot. For the avoidance of doubt, the last placed position in respect of this framework on each lot is eighth place. Therefore, tenderers within 0.5%, along with the tenderer in last placed position on a lot, shall be deemed to occupy the last framework agreement contract award position for that particular lot.

VI.4) Procedures for review

VI.4.1) Review body

Crescent Purchasing Consortium

Procurement House, Unit 23, Leslie Hough Way

Salford

M6 6AJ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Crescent Purchasing Consortium

Procurement House, Unit 23, Leslie Hough Way

Salford

M6 6AJ

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Crescent Purchasing Consortium will incorporate a minimum 10-day standstill period at the point

information on the award of contract is communicated to tenderers. Bidders who are unsuccessful shall be informed by the Contracting Authority as soon as possible after the decision is made as to the reasons why the bidder was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, the Public Procurement Regulations provide for the aggrieved parties who have been harmed or who are at risk of harm by the breach of the rules to take action in the High Court (England, Wales and

Northern Ireland). Any action must be generally brought within 3 months. If a declaration of ineffectiveness is sought, any such action must be brought within 30 days where the

Contracting Authority has communicated the award of the contract and a summary of reasons to tenderers, or otherwise within 6 months of the contract being entered into.

Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the Contracting Authority to amend any document and may award damages. If the Contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the

Contracting Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

VI.4.4) Service from which information about the review procedure may be obtained

Crescent Purchasing Consortium

Procurement House, Unit 23 Leslie Hough Way, Salford, Greater Manchester

Manchester

M6 6AJ

Email

helpdesk@thecpc.ac.uk

Telephone

+44 8000662188

Country

United Kingdom

Internet address

<http://www.thecpc.ac.uk/>