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Contract

Y22007 - Communication Solutions and Associated Telephony Services

Kent County Council (t/a KCS)

F03: Contract award notice

Notice identifier: 2022/S 000-026641

Procurement identifier (OCID): ocids-h6vhtk-0307ea

Published 23 September 2022, 9:48am

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (t/a KCS)

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Contact

Miss Tamara Stevens

Email

csgprocurement@org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.commercialservices.org.uk>

Buyer's address

<http://www.commercialservices.org.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Y22007 - Communication Solutions and Associated Telephony Services

Reference number

DN590350

II.1.2) Main CPV code

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Framework Agreement covers the provision and installation of a full range of communication solutions, associated services, equipment, support and maintenance. The equipment under this Framework Agreement may be provided as a direct purchase or via a Lease agreement.

Indicative requirements include, but are not limited to, the following applications:

- Traditional Telephony Services
- Data Access Services
- Local Connectivity Services
- Inbound Telephony Services
- IP Telephony
- Paging and Alerting
- Video/Audio Conferencing
- Unified Communications (i.e. Teams/Zoom)
- Contact Centres
- Broadband
- Call Tariff's
- Mobile including Devices, Airtime and Services
- WIFI/ Internet Access
- VOIP / SIP Telephone Systems
- Call Packages
- Numbering
- Alarms and Call Points

Suppliers must have the capability to provide a wide range of Communication Solutions

and Associated Telephony Services including supply and installation.

Associated Services may extend beyond the indicative requirements above and may include, but not be limited to:

- End User Support
- Service Desk
- Integration
- Installation
- Project Management
- Training
- Asset Management

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £0.1 / Highest offer: £50,000,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Framework Agreement covers the provision and installation of a full range of communication solutions, associated services, equipment, support and maintenance. The equipment under this Framework Agreement may be provided as a direct purchase or via a Lease agreement.

Indicative requirements include, but are not limited to, the following applications:

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- Data Access Services
- Local Connectivity Services
- Inbound Telephony Services
- IP Telephony
- Paging and Alerting
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- Unified Communications (i.e. Teams/Zoom)
- Contact Centres
- Broadband
- Call Tariff's
- Mobile including Devices, Airtime and Services
- WIFI/ Internet Access
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- Call Packages
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- Alarms and Call Points

Suppliers must have the capability to provide a wide range of Communication Solutions and Associated Telephony Services including supply and installation.

Associated Services may extend beyond the indicative requirements above and may include, but not be limited to:

- End User Support

- Service Desk
- Integration
- Installation
- Project Management
- Training
- Asset Management

II.2.5) Award criteria

Quality criterion - Name: Delivering the Framework and Industry Standards / Weighting: 40

Quality criterion - Name: Customer Service / Weighting: 40

Quality criterion - Name: Minimising Disruption / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 0

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

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-000341](#)

Section V. Award of contract

Contract No

Y22007

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 May 2022

V.2.2) Information about tenders

Number of tenders received: 24

Number of tenders received from SMEs: 12

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 24

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Trustmarque Solutions Ltd

65 Gresham Street London

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £0.1 / Highest offer: £50,000,000 taken into consideration

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Number of tenders received by electronic means: 24

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V.2.3) Name and address of the contractor

Insight Direct UK Ltd

The Technology Building, Insight Campus, Terry Street, Sheffield

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £0.1 / Highest offer: £50,000,000 taken into consideration

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V.2.3) Name and address of the contractor

BDR Group Limited

2M Trade Park, Beddow Way, Maidstone, Kent

Kent

ME20 7BT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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V.2.3) Name and address of the contractor

Abzorb Systems Ltd

Armytage Road, Brighouse, West Yorkshire

West Yorkshire

HD6 1QF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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V.2.3) Name and address of the contractor

CAE Technology Services Limited

CAE House, Maylands Avenue, Hemel Hempstead Industrial Estate, Hemel Hempstead

Hemel Hempstead

HP2 7DE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Phoenix Software Ltd

Blenheim House, York Road, Pocklington, York

York

YO42 1NS

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Gamma Telecom Limited

The Port House, Marina Keep, Port Solent, Portsmouth

Portsmouth

PO6 4TH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

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Number of tenders received by electronic means: 24

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

8X8 UK Limited

Oxford House, Unit 2 Bell Business Park, Smeaton Close, Aylesbury

Aylesbury

HP19 8JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

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Number of tenders received by electronic means: 24

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sota Solutions Ltd

Cornforth Drive, Kent Science Park, Sittingbourne, Kent

Kent

ME9 8PX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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Number of tenders received by electronic means: 24

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Tel Group Ltd

Virginia House, 56 Warwick Road, Olton, Solihull

Solihull

B92 7HX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Gradwell Communication Ltd

1st floor, Westpoint, James St W, Bath

Bath

BA1 2DA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Avian

SBC House, Sutton Business Centre, Restmoore Way, Wallington, Surrey

Surrey

SM6 7AH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £0.1 / Highest offer: £50,000,000 taken into consideration

Section VI. Complementary information

VI.3) Additional information

All public bodies will have access to this Framework Agreement but may only do so with the agreement of the Contracting Authority. Those organisations who may wish to access this Framework Agreement will be members, local government authorities, the police service, the fire service, the NHS and NHS trusts, housing associations, third sector organisations, academic centres (including Academies), free schools, publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands, Northern Ireland and Isle of Man.

Full details of the classification of potential Customer's geographical areas and organisation classifications are detailed in the original contract notice and as follows:

LOCAL AUTHORITY COUNCILS:

England:

County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

A-Z of councils online | Local Government Association

<https://www.local.gov.uk/topics>

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

Northern Ireland: Administered across 26 Districts of Northern Ireland. See link:

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

Scotland: Administered across 32 Council areas. See link:

Councils | COSLA

Wales: Administered across 22 Council areas. See link:

Find your local authority | GOV.WALES

Isle of Man: Administered across 22 local authorities, consisting of 4 town authorities, 2 district authorities, 2 village authorities, and 14 parish authorities.

<https://www.gov.im/categories/home-and-neighbourhood/local-authorities/local-authority-contacts/>

Channel Islands:

<https://www.gov.je/Government/Departments/Pages/default.aspx>

<https://www.gov.gg/article/152949/Government-Departments>

EMERGENCY SERVICES:

POLICE:

National

<https://www.btp.police.uk/>

<http://www.mod.police.uk>

<http://www.npas.police.uk/>

England

Home | [Police.uk](#) (www.police.uk)

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Northern Island

<https://www.police.uk/northern-ireland/>

Scotland

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Wales

<https://www.dyfed-powys.police.uk/>

Home | Gwent Police

Home | North Wales Police

<https://www.police.uk/south-wales/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Isle of Man

<https://www.iompolice.im/>

Channel Islands

<https://jersey.police.uk/>

<http://www.guernsey.police.uk/>

FIRE and RESCUE

UK – England, Scotland, Northern Ireland, Wales, IOM

<http://www.fireservice.co.uk/information/ukfrs/>

<https://www.ukfirestations.co.uk/brigades>

Channel Islands

<https://www.gov.je/Government/Departments/HomeAffairs/Pages/default.aspx>

MARITIME AND COASTGUARD AGENCY

UK – England, Scotland, Northern Ireland, Wales, IOM

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening>

Isle of Man

<https://www.gov.im/coastguard>

Channel Islands

<http://www.ports.je/JerseyCoastguard/Pages/default.aspx>

<https://www.rnli.org.gg/guernseys-lifeboat/>

NHS/HEALTH BODIES AND AMBULANCE SERVICES:

England

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

East Midlands Ambulance Service NHS Trust

<http://www.emas.nhs.uk>

East of England Ambulance Service NHS Trust

<http://www.eastamb.nhs.uk>

London Ambulance Service NHS Trust

<http://www.londonambulance.nhs.uk>

North East Ambulance Service NHS Foundation Trust

<http://www.neas.nhs.uk>

North West Ambulance Service NHS Trust

<http://www.nwas.nhs.uk>

South Central Ambulance Service NHS Foundation Trust

<http://www.southcentralambulance.nhs.uk>

South East Coast Ambulance Service NHS Foundation Trust

<http://www.secamb.nhs.uk>

South Western Ambulance Service NHS Foundation Trust

<https://www.swast.nhs.uk/welcome>

West Midlands Ambulance Service NHS Trust

<http://www.wmas.nhs.uk>

Yorkshire Ambulance Service NHS Trust

<http://www.yas.nhs.uk>

Northern Island

<http://www.hscni.net/index.php?link=trusts>

<http://www.niamb.co.uk/>

Scotland

<https://www.scot.nhs.uk/organisations/>

<http://www.scottishambulance.com/WhatWeDo/Default.aspx>

Wales

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<https://www.ambulance.wales.nhs.uk/>

Isle of Man

<https://www.gov.im/about-the-government/departments/health-and-social-care/>

<https://www.gov.im/categories/health-and-wellbeing/isle-of-man-ambulance-service/>

Channel Islands

<https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx>

<https://www.gov.gg/article/119652/Health-Social-Care--Wellbeing>

<https://www.gov.je/pages/contacts.aspx?contactid=87>

St John Ambulance Cymru - Wales' leading first aid charity (sjacymru.org.uk)

CENTRAL GOVERNMENT DEPARTMENTS AND THEIR AGENCIES:

<http://www.direct.gov.uk/en/DI1/Directorries/A-ZOfCentralGovernment/index.htm>

REGISTERED SOCIAL LANDLORDS:

Government-funded, not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

England

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Scotland

<https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx>

Northern Ireland

<https://www.nidirect.gov.uk/contacts/housing-associations>

Wales

<https://gov.wales/>

Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/affordable-housing/public-sector-housing/housing-authority-contacts/>

Channel Islands

<https://www.gov.je/Home/RentingBuying/OtherRentalOptions/Pages/OtherHousing.aspx>

<http://www.gha.gg/>

EDUCATIONAL ESTABLISHMENTS:

Nursery, primary, middle or high schools, secondary schools, Academies, free schools, special schools, Pupil Referral Units (PRU), further education colleges, universities.

UK – England, Scotland, Northern Ireland, Wales

<http://www.schoolswebdirectory.co.uk/index.php>

<https://get-information-schools.service.gov.uk/>

<https://www.hefcw.ac.uk/>

<https://www.universitiesuk.ac.uk>

Isle of Man

<https://www.gov.im/categories/education-training-and-careers/schools-and-colleges/>

Channel Islands

<https://www.gov.je/Education/Schools/FindingSchool/Pages/default.aspx>

<https://www.gov.gg/article/163185/Education-Working--Retiring>

CHARITIES

England and Wales

<https://www.gov.uk/government/organisations/charity-commission>

Scotland

<http://www.oscr.org.uk/>

Northern Ireland

<https://www.charitycommissionni.org.uk/charity-search/>

Isle of Man

Isle of Man Government - Charities

Channel Islands

<http://www.jerseycharities.org/members>

<http://www.charity.org.gg/Find>

Suppliers are advised that the Contracting Authority and its Customers reserve the right to supply the tendered products, services, and commodities to companies that have a majority public sector ownership by any of the public sector bodies referred to above during the Framework Agreement period as stated in this document, for the purpose of selling to other public, private and third sector organisations.

The Contracting Authority shall be Kent County Council via KCS Procurement Services, a business unit of Commercial Services, which is a wholly owned business of the Council.

VI.4) Procedures for review

VI.4.1) Review body

Commercial Services Kent Limited

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@org.uk

Country

United Kingdom