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Not applicable

## **WWU1342 - Fixed Line VOIP & Redbox Replacement**

Wales And West Utilities

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-027171

Procurement identifier (OCID): ocds-h6vhtk-03fc13

Published 14 September 2023, 9:06am

### **Section I: Contracting authority/entity**

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

Wales And West Utilities

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

#### **Contact**

Rebecca Crisp

#### **Email**

[rebecca.crisp@wwutilities.co.uk](mailto:rebecca.crisp@wwutilities.co.uk)

#### **Country**

United Kingdom

**Region code**

UKL21 - Monmouthshire and Newport

**Companies House**

05046791

**Internet address(es)**

Main address

[www.wwutilities.co.uk](http://www.wwutilities.co.uk)

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

WWU1342 - Fixed Line VOIP & Redbox Replacement

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

- 64200000 - Telecommunications services

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

Services

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

Business Requirements

Scope and Timescale

This project will seek to tender a market competitive reseller for support and billing of horizon and a suitable replacement for Redbox. The tender will be conducted in two parts -

- Lot 1 - VOIP and Redbox Replacement
- Lot 2 - Restoration of services to 16 disconnected sites

In Scope

- All lines and services billed by current contract partner (Horizon & Redbox).
- All existing fixed line users in offices and depots who require a Horizon fixed line.
- All access circuits for office sites into Horizon solution.
- All switch and router support & maintenance for access circuits.
- Replacement or upgrade of Redbox call recording solution
- Restore phone connection to WWU sites

## Out of Scope

- Handset replacement.
- Fax line replacement.
- All other non-Gamma Horizon fixed line communication solutions (PSTN, Fibre, MPLS).
- App for remote users to avoid the need for a physical handset.

## Background and Requirements

WWU currently use Gamma Horizon VoIP phone system for desk phones at Celtic Springs and in depots. The current contract commenced in March 2016 and was extended to September 2023. Also supported in this contract is a Redbox fixed line call recording solution located at Celtic Springs.

The current Horizon solution is compliant with WWU architectural and security standards and provides all the functionality required. Therefore, there is no intention to change the solution, but the tender will seek a market competitive reseller for support and billing of horizon.

Redbox is a SAN (storage area network) based call recording solution housed and maintained at Celtic Springs directly linked to the Horizon solution and serves 135 users at Celtic Springs, supporting our teams in Business Services, System Operations and Despatch.

The contract for Redbox has been extended until July 2024. The hardware for this is end of life and currently incompatible with Microsoft Edge meaning it requires replacement.

Finally, 16 sites across our network have had their circuits accidentally disconnected. Those sites are now without any phone lines so work is required to restore those sites.

The tender is split into two lots:

Lot One -

Gamma Horizon VOIP solution.

Design, implementation, and handover for the Redbox replacement.

Lot 2 -

Restoration of the Gamma Horizon phone lines to the 16 disconnected sites.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2023/S 000-026958](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.2.4

Place of text to be modified

Description of the Procurement

Read

Text

Business Requirements

Scope and Timescale

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In Scope

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Lot One -

Gamma Horizon VOIP solution.

Design, implementation, and handover for the Redbox replacement.

Lot 2 -

Restoration of the Gamma Horizon phone lines to the 16 disconnected sites.

Expression of Interest

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing:

[Rebecca.Crisp@wwutilities.co.uk](mailto:Rebecca.Crisp@wwutilities.co.uk)

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

[sourcing4www.bravosolution.co.uk](http://sourcing4www.bravosolution.co.uk). In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.