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Tender

Unified Communication Telephony Solution

Blackburn with Darwen

F02: Contract notice

Notice identifier: 2023/S 000-027729

Procurement identifier (OCID): ocids-h6vhtk-040235

Published 20 September 2023, 10:14am

Section I: Contracting authority

I.1) Name and addresses

Blackburn with Darwen

Town Hall, King William Street

Blackburn

BB1 7DY

Contact

Peter Hughes

Email

peter.hughes@blackburn.gov.uk

Telephone

+44 1254585216

Country

United Kingdom

Region code

UKD41 - Blackburn with Darwen

Internet address(es)

Main address

<http://www.blackburn.gov.uk/>

Buyer's address

<http://www.blackburn.gov.uk/>

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.uk

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

Unified Communication Telephony Solution

Reference number

DN689999

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

In response to current and emerging requirements for improved communication facilities, BDBC has decided to replace their existing Skype for Business telephony service with a Microsoft Teams telephony solution, associated SIP Direct Routing network services, and integrated to their existing on-premise Netcall contact centre.

Tenders are invited for the supply of services in respect of Microsoft Teams Voice solution and associated SIP / Call plan network services. The successful Bidder will be responsible for providing to the Council a phase migration from BDBC's existing telephony environment to Teams Voice. The three main elements are:

- DDI, SIP / Call plan Direct Routing network services
- Microsoft Teams Voice (Microsoft licenses will be provided by BDBC's incumbent Microsoft Licensing partner)
- Direct Routing SIP connection to BDBC's on-premise Netcall Liberty Converse contact centre

To support the phased migration, BDBC are looking to engage a supplier to provide the design, any associated hardware, the installation / configuration and support services for Microsoft Teams Voice, integrated contact centre and associated SIP / Call Plan services.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD41 - Blackburn with Darwen

II.2.4) Description of the procurement

In response to current and emerging requirements for improved communication facilities, BDBC has decided to replace their existing Skype for Business telephony service with a Microsoft Teams telephony solution, associated SIP Direct Routing network services, and integrated to their existing on-premise Netcall contact centre.

Tenders are invited for the supply of services in respect of Microsoft Teams Voice solution and associated SIP / Call plan network services. The successful Bidder will be responsible for providing to the Council a phase migration from BDBC's existing telephony environment to Teams Voice. The three main elements are:

- DDI, SIP / Call plan Direct Routing network services
- Microsoft Teams Voice (Microsoft licenses will be provided by BDBC's incumbent Microsoft Licensing partner)
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To support the phased migration, BDBC are looking to engage a supplier to provide the design, any associated hardware, the installation / configuration and support services for Microsoft Teams Voice, integrated contact centre and associated SIP / Call Plan services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 45

Cost criterion - Name: Total cost of ownership / Weighting: 40

Cost criterion - Name: Social Value / Weighting: 15

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

84

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: 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

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

19 October 2023

Local time

4:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

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

Blackburn With Darwen Borough Council

Blackburn

Country

United Kingdom