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Tender

### **Unified Communication Telephony Solution**

Blackburn with Darwen

F02: Contract notice

Notice identifier: 2023/S 000-027729

Procurement identifier (OCID): ocds-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

BB17DY

#### 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)
- 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.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**