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Opportunity

## **ITT For the Provision of a Core Telephony and Contact Centre Solution**

Rochdale Boroughwide Housing

F02: Contract notice

Notice reference: 2021/S 000-028016

Published: 8 November 2021, 11:30pm

### **Section I: Contracting authority**

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

Rochdale Boroughwide Housing

Sandbrook House, Sandbrook Way

Rochdale

OL11 1RY

#### **Contact**

RBH Procurement Team

#### **Email**

[rbh.procurement@rbh.org.uk](mailto:rbh.procurement@rbh.org.uk)

#### **Country**

United Kingdom

## **NUTS code**

UKD - North West (England)

## **Internet address(es)**

Main address

[www.rbh.org.uk](http://www.rbh.org.uk)

## **I.3) Communication**

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

[www.the-chest.org.uk](http://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](http://www.the-chest.org.uk)

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

## **I.4) Type of the contracting authority**

Other type

Social Housing Provider

## **I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

ITT For the Provision of a Core Telephony and Contact Centre Solution

Reference number

DN580201

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

- 64200000 - Telecommunications services

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

Services

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

RBH is embarking on an exciting and ambitious journey to transform how we operate and deliver services to our customers. In order to support and deliver this transformation 'digital' will be at the forefront and technology a key enabler. Fundamental to the delivery of the 'Digital Transformation' programme is a fit for purpose and fit for use unified communications solution that will support the society on a number of key principles built around an "Anywhere Operations" model. This is to support RBH in their move away from a traditional office based working model to "SMART working" where our employees, hardware and customers can be anywhere. As such the platform should deliver enhanced collaboration and productivity across teams, secure remote access for all, cloud enablement, enhanced automation and autonomy. Key Principles: • Cloud Based, accessible anywhere and anytime • Supports Collaboration and Productivity • Supports Channel shift and Omni-Channel • VFM and Scalable • Secure Remote Access • Supports Automation including Automated deployment and Installation The solution should be scalable and one that can easily grow and be adapted as the needs of RBH change and grow. Suppliers should therefore highlight their ability to deliver and manage all aspects of Telephony, act as a single point of contact and deliver against the key principles

#### **II.1.5) Estimated total value**

Value excluding VAT: £200,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 64200000 - Telecommunications services

### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

### **II.2.4) Description of the procurement**

RBH is embarking on an exciting and ambitious journey to transform how we operate and deliver services to our customers. In order to support and deliver this transformation 'digital' will be at the forefront and technology a key enabler. Fundamental to the delivery of the 'Digital Transformation' programme is a fit for purpose and fit for use unified communications solution that will support the society on a number of key principles built around an "Anywhere Operations" model. This is to support RBH in their move away from a traditional office based working model to "SMART working" where our employees, hardware and customers can be anywhere. As such the platform should deliver enhanced collaboration and productivity across teams, secure remote access for all, cloud enablement, enhanced automation and autonomy. Key Principles: • Cloud Based, accessible anywhere and anytime • Supports Collaboration and Productivity • Supports Channel shift and Omni-Channel • VFM and Scalable • Secure Remote Access • Supports Automation including Automated deployment and Installation The solution should be scalable and one that can easily grow and be adapted as the needs of RBH change and grow. Suppliers should therefore highlight their ability to deliver and manage all aspects of Telephony, act as a single point of contact and deliver against the key principles

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

There is an option of 2 x 12 month extensions to be applied

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

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## **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open 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

8 December 2021

Local time

5:00pm

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

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

Date

9 December 2021

Local time

10:00am

Place

Via Microsoft Teams

Information about authorised persons and opening procedure

RBH Legal Team to remove seal

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: November 2025 if extensions not applied

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Rochdale Boroughwide Housing

Rochdale

Country

United Kingdom