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Tender

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

Rochdale Boroughwide Housing

F02: Contract notice

Notice identifier: 2021/S 000-028016

Procurement identifier (OCID): ocids-h6vhtk-02f4dd

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

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

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

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

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

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

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

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

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