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Tender

Tender for the provision of Telephony Services

Housing 21

F02: Contract notice

Notice identifier: 2021/S 000-029243

Procurement identifier (OCID): ocds-h6vhtk-02f9aa

Published 24 November 2021, 12:15pm

Section I: Contracting authority

I.1) Name and addresses

Housing 21

Tricorn House, 51- 53 Hagley Road

Birmingham

B16 8TP

Contact

Sarah Carrington

Email

sarah.carrington@housing21.org.uk

Telephone

+44 776491735

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.housing21.org.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Birmingham:-Telecommunications-services./H37C9H7M69>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for the provision of Telephony Services

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Changes in working practice within Housing 21, including the devolved model, increased mobile working, flexible working and working from home have meant that the existing infrastructure and services provided by Housing 21 are no longer fit for purpose to meet the organisations current and future needs. These changes have been accelerated considerably since the effect of COVID19 which has seen a huge shift in remote working requirements.

II.1.5) Estimated total value

Value excluding VAT: £650,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Housing 21 wishes to move to a cloud-based telephony solution based around Microsoft Phone system with Teams, with additional Contact Centre and Attendant Console functionality, and retire the on-premise Cisco based phone system and MPLS network that supports it.

The key deliverables of the project are:

Connectivity to the PSTN network to allow inbound and outbound external calls via Teams.

Set-up and configuration of Microsoft Teams telephony.

Provision, set-up, and configuration of new Contact Centre (as a Service) software, integrated with MS Teams.

Provision, set-up, and configuration of new Attendant Console (as a Service) software, integrated with MS Teams.

II.2.5) Award criteria

Quality criterion - Name: Quality including Technical Requirements / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £650,000

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

Duration in months

60

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/H37C9H7M69>

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

21 January 2022

Local time

12:00pm

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

21 January 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Birmingham:-Telecommunications-services./H37C9H7M69>

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GO Reference: GO-20211124-PRO-19287155

VI.4) Procedures for review

VI.4.1) Review body

Housing 21

Tricorn House, 51-53 Hagley Road

Birmingham

B16 8TP

Email

procurementteam@housing21.org.uk

Country

United Kingdom

Internet address

<https://www.housing21.org.uk>