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Contract

The Provision of Telecoms and Associated Services

Places for People

F03: Contract award notice

Notice identifier: 2022/S 000-030652

Procurement identifier (OCID): ocds-h6vhtk-0348e8

Published 31 October 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Places for People

4 The Pavilions

Preston

PR2 2YB

Email

purchasing@placesforpeople.co.uk

Telephone

+44 1772897200

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.placesforpeople.co.uk>

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

The Provision of Telecoms and Associated Services

Reference number

Telecoms/JW/AM/NJ/2022

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Places for People are seeking to appoint a sole supplier of the provision of telephony services and related management services.

Places for People are looking to transition away from analogue services ahead of the copper switch off in 2025. The transition is a key objective for Places for People, and will be looking to start this work as soon as the provider has been appointed.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £800,000

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

Places for People are seeking to appoint a sole supplier of the provision of telephony services and related management services.

Places for People are looking to transition away from analogue services ahead of the copper switch off in 2025. The transition is a key objective for Places for People, and will be looking to start this work as soon as the provider has been appointed.

Places for People are also looking for a sole supplier who can provide high levels of customer services and establish a full range of management information, KPI's and metrics to provide technical and management reporting against specific SLAs to cover availability, performance, quality, and provisioning of the service. As well as offering a cost effective and forward-thinking solution(s) that are fit for purpose as the estate changes over the duration of the contract.

In addition, proactively identifying what services are required, what is available and begin the process of replacing services and by providing a flexible and innovative approach when reviewing site requirements.

Please note that Avaya and SBCs are not required as part of this contract.

Overview of services to be supplied but not limited to:

- Calls & lines
- Broadband services
- Router management
- WLR rental (PSTN, rental)
- WLR call traffic
- Unified Communications solutions
- Wi-Fi solutions
- Call recording
- Network cabling (fibre)

- CRM integration
- Simplified monthly billing and relevant monitoring, management and reporting
- Migration of service from incumbent supplier (if required) and the management of any third parties required to migrate and deliver the service.
- Complete management of installation and transitions services.
- Ongoing support and maintenance services.

Places for People will be looking to appoint a sole provider for the initial contract term of 3 years with the option to extend the contract for a further 2 years (3+2).

II.2.5) Award criteria

Quality criterion - Name: Quality & Technical Merit Questions / Weighting: 70

Price - Weighting: 30

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

<https://www.delta-esourcing.com/tenders/UK-title/S648HQ5J4T>

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-016963](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 October 2022

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Ocean Telecom

Eldo House, Kempson Way

Bury St Edmunds

IP32 7AR

Telephone

+44 1284771555

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04357811

Internet address

<https://www.oceantelecom.com>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £800,000

Section VI. Complementary information

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=731906936>

GO Reference: GO-20221031-PRO-21314797

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Court of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Court of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom