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Tender

## **Replacement Telephony system including contact centre functionality.**

Partick Housing Association Limited

F02: Contract notice

Notice identifier: 2024/S 000-032800

Procurement identifier (OCID): ocids-h6vhtk-04a815

Published 11 October 2024, 1:26pm

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

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

Partick Housing Association Limited

10 Mansfield Street

Glasgow

G11 5QP

#### **Contact**

John McIntyre

#### **Email**

[JMcIntyre@partickha.org.uk](mailto:JMcIntyre@partickha.org.uk)

#### **Telephone**

+44 1413573773

#### **Fax**

+44 1413574053

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.partickha.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA12343](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12343)

**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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

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

Other type

Housing Association

## **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**

Replacement Telephony system including contact centre functionality.

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

- 64200000 - Telecommunications services

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

Services

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

Replacement Telephony system including contact centre functionality.

#### **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

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

Partick Housing Association is seeking proposals for a hosted telephony system to support the organisation of 50 users, which includes 45 staff members and additional phone points in meeting rooms.

The contract term will be 3 + 2 years.

The primary improvement we are looking for over our existing setup is robust call reporting and analytics. This will help us better manage and optimise our communication processes.

Our office features an open-plan layout, with all staff members using laptops. It's important to consider hardware options for those who prefer using desk phones.

Key requirements for the new system include:

A hosted platform geographically located to comply with GDPR regulations.

The support services provider must be based in the UK. This is to ensure that they can provide timely on-site support if necessary.

Unlimited Outbound Calling minutes with all license types (within the UK as a minimum) to aid in the predictability of ongoing telephony expenditure

Ability to 'mix and match' license types to ensure that all users' needs are catered for, without the need to spend on functionality that isn't required by all users

Call Reporting and Analytics: Enhanced call reporting and analytics to improve our understanding of call metrics and performance.

CRM Integration with our housing management system Homemaster.

Simplicity in both deployment and ongoing support to ease the burden on the internal IT team.

Integration with Microsoft Teams.

PCI-DSS compliant

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

Quality criterion - Name: Quality of response to requirements / Weighting: 40%

Quality criterion - Name: Implementation, Account and contract management / Weighting:

20%

Price - Weighting: 40%

#### **II.2.6) Estimated value**

Value excluding VAT: £60,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Ongoing provision required after 3+2 year term ends to be negotiated.

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

Variants will be accepted: Yes

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

Options: Yes

Description of options

Options for one-off costs for handsets and headsets if replacement is required in year 1 to be shared.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Bidders will be required to provide 2 examples of similar type projects, within the last 3 years that demonstrate that they have the relevant experience to deliver the works. This will only include Client name, contract sum, start & completion date & Project summary details.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Bidders will require having an average yearly turnover of at least GBP200,000 per annum in connection with the delivery of the Services for the last 3 years.

Minimum level(s) of standards possibly required

Bidders will require having an average yearly turnover of at least GBP200,000 per annum in connection with the delivery of the Services for the last 3 years.

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

To be discussed and agreed as part of the contract award process.

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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

11 November 2024

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: 2 (from the date stated for receipt of tender)

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

Date

11 November 2024

Local time

1:00pm

Place

Partick HA Office using PCS portal

Information about authorised persons and opening procedure

John McIntyre, Claire Davidson, Jacqueline McCutcheon.

PCS Portal.

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=780379](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=780379).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:780379)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=780379](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=780379)

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

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

Partick Housing Association

10 Mansfield Street

Glasgow

PA4 8PY

Email

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+44 1413301479



Country

United Kingdom