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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): ocds-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

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

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

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.

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.

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.

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Partick Housing Association

10 Mansfield Street

Glasgow

PA4 8PY

Email

JMcIntyre@partickha.org.uk

Telephone

+44 1413301479

Country

United Kingdom