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Tender

Call Monitoring Platform

LONDON BOROUGH OF HARINGEY

F02: Contract notice

Notice identifier: 2023/S 000-034275

Procurement identifier (OCID): ocds-h6vhtk-041b4c

Published 20 November 2023, 2:10pm

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF HARINGEY

Civic Centre, High Road, Wood Green

LONDON

N228LE

Contact

kayode Salami

Email

Kayode.salami@haringey.gov.uk

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.haringey.gov.uk/>

I.3) Communication

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

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Call Monitoring Platform

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Supplier must be able to provide a call monitoring system to manage all analogue and digital alarm response calls, asset management, data storage/updating, voice recordings and the referral process.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Supplier must be able to provide a call monitoring system to manage all analogue and digital alarm response calls, asset management, data storage/updating, voice recordings and the referral process

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

48

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: Yes

Description of options

To be agreed

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

20 December 2023

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

21 December 2023

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Haringey Council

London

Country

United Kingdom