

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035529-2023>

Tender

Fixed Line VOIP Tender

Wales & West Utilities

F05: Contract notice – utilities

Notice identifier: 2023/S 000-035529

Procurement identifier (OCID): ocds-h6vhtk-04211a

Published 1 December 2023, 3:03pm

Section I: Contracting entity

I.1) Name and addresses

Wales & West Utilities

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

Contact

Rebecca Crisp

Email

rebecca.crisp@wwutilities.co.uk

Country

United Kingdom

Region code

UKL21 - Monmouthshire and Newport

Companies House

05046791

Internet address(es)

Main address

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

I.3) Communication

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

<https://sourcing4wwwu.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

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

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Fixed Line VOIP Tender

Reference number

WWU1342

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

This project has 3 key objectives, and seeks to tender for the following -

1. market competitive reseller for support and billing of horizon,
2. a suitable replacement for Redbox call recording
3. reconnection of 16 disconnected sites.

WWU currently use Gamma Horizon VoIP phone system for desk phones at Celtic Springs and in depots. The current contract commenced in March 2016 and was extended to September 2024. Also supported in this contract is a Redbox fixed line call recording solution located at Celtic Springs.

The current Horizon solution is compliant with WWU architectural and security standards and provides all the functionality required. Therefore, there is no intention to change the solution, but the tender will seek a market competitive reseller for support and billing of horizon.

Redbox is a SAN (storage area network) based call recording solution housed and maintained at Celtic Springs directly linked to the Horizon solution and serves approximately 200 users across WWU, supporting our teams in Business Services, System Operations and

Despatch.

The hardware for this is end of life and currently incompatible with Microsoft Edge (WWU chosen browser) meaning it requires replacement.

Finally, 16 sites across our network have had their circuits accidentally disconnected. Those sites are now without any phone lines so work is required to restore those sites.

WWU requires one supplier to provide a fully managed service which encompasses all of the requirements outlined in this document.

The proposed contract partner must fulfil all of the following key objectives:

1. To get a support and billing partner for Gamma Horizon VOIP phone system for desk phones.
2. To get a suitable replacement for our Redbox call recording solution.
3. Restore phone connection service to 16 WWU sites

This tender will be one Lot for all the services outlined above.

Expression of Interest

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing:

Rebecca.Crisp@wwutilities.co.uk

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

sourcing4wwu.bravosolution.co.uk. In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.

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

II.2.4) Description of the procurement

This project has 3 key objectives, and seeks to tender for the following -

1. market competitive reseller for support and billing of horizon,
2. a suitable replacement for Redbox call recording
3. reconnection of 16 disconnected sites.

WWU currently use Gamma Horizon VoIP phone system for desk phones at Celtic Springs and in depots. The current contract commenced in March 2016 and was extended to September 2024. Also supported in this contract is a Redbox fixed line call recording solution located at Celtic Springs.

The current Horizon solution is compliant with WWU architectural and security standards and provides all the functionality required. Therefore, there is no intention to change the solution, but the tender will seek a market competitive reseller for support and billing of horizon.

Redbox is a SAN (storage area network) based call recording solution housed and maintained at Celtic Springs directly linked to the Horizon solution and serves approximately 200 users across WWU, supporting our teams in Business Services, System Operations and Despatch.

The hardware for this is end of life and currently incompatible with Microsoft Edge (WWU chosen browser) meaning it requires replacement.

Finally, 16 sites across our network have had their circuits accidentally disconnected. Those sites are now without any phone lines so work is required to restore those sites.

WWU requires one supplier to provide a fully managed service which encompasses all of the

requirements outlined in this document.

The proposed contract partner must fulfil all of the following key objectives:

1. To get a support and billing partner for Gamma Horizon VOIP phone system for desk phones.
2. To get a suitable replacement for our Redbox call recording solution.
3. Restore phone connection service to 16 WWU sites

This tender will be one Lot for all the services outlined above.

Expression of Interest

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing:

Rebecca.Crisp@wwutilities.co.uk

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

sourcing4wwwu.bravosolution.co.uk. In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.

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

36

This contract is subject to renewal

Yes

Description of renewals

initial 36 months with 4 x 12 month optional extension options

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

initial 36 months with 4 x 12 month optional extension options

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

5 January 2024

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Wales and West Utilities

Newport

Country

United Kingdom