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Tender

## **MH 0076 - Out of Hours Telephony Services**

Midland Heart Limited

F02: Contract notice

Notice identifier: 2022/S 000-036109

Procurement identifier (OCID): ocids-h6vhtk-039312

Published 20 December 2022, 5:02pm

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

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

Midland Heart Limited

20 Bath Row

Birmingham

B15 1LZ

#### **Contact**

Karen Gakhal

#### **Email**

[karen.gakhal@midlandheart.org.uk](mailto:karen.gakhal@midlandheart.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKG3 - West Midlands

**Internet address(es)**

Main address

<https://www.midlandheart.org.uk/>

**I.3) Communication**

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

<https://in-tendhost.co.uk/midlandheart.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/midlandheart.aspx/Home>

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

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

Body governed by public law

**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**

MH 0076 - Out of Hours Telephony Services

Reference number

MH 0076

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

- 64200000 - Telecommunications services

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

Services

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

Midland Heart is looking for a high quality solution for Out of Hours Telephony Services, from reputable providers that deliver a service that is demonstrably focused around the needs of Midland Heart and provide value for money for customers. Tenderers must express interest in tender provisions via the In-Tend e-tendering system (<https://in-tendhost.co.uk/midlandheart.aspx/Home>). After having uploaded your submission, please ensure you click "Submit My Return" otherwise your bid will not be submitted and available to the buyer. Be advised that bids submitted in any other fashion other than through this e-tendering system will not be considered.

### **II.1.5) Estimated total value**

Value excluding VAT: £270,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32573000 - Communications control system
- 32543000 - Telephone switchboards

### **II.2.3) Place of performance**

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

20 Bath Row, Birmingham, B15 1LZ

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

Out of Hours telephony services within the West Midlands

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £270,000

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

Duration in months

36

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: 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

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

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

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

23 January 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

24 January 2023

Local time

9:00am

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Cabinet Office

70 Whitehall, Westminster

London

SW1A 2AS

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Centre for Effective Dispute Resolution

100 St. Paul's Churchyard

London

EC4M 8BU

Country

United Kingdom