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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

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

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

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

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

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