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Tender

Taff Telecoms Project 2025

Taff Housing Association

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060686

Procurement identifier (OCID): ocds-h6vhtk-05a472

Published 29 September 2025, 5:16pm

Scope

Reference

TAFFTP25

Description

Taff are seeking to upgrade its current telecoms solution to a more advanced solution as a strategic move that aligns with our goals of enhancing efficiency, improving customer experience, and driving down costs.

Taff currently has a traditional IP telephony solution, with limited functionality, a basic Call Centre, reception, call groups, direct dial and some fixed lines with handsets for some locations.

Taff currently use 8x8 with a mixture of licencing to fulfil their needs, the current contract is due for renewal 1st November 2025, at which point it will be convert to a rolling monthly contract, Taff will require a solution at the earliest possible opportunity.

The contract shall be for an initial period of three (3) years from with the option to extend for a further period of up to twenty-four months, on an annual basis.

Objective

To enhance customer service and operational efficiency through a robust telecoms solution that integrates advanced technologies and supports seamless communication across multiple channels, to deliver superior service, optimized operations, sustainable growth and cost efficiencies.

Outcomes:

1. Enhanced Efficiency:

The solution should integrate advanced technologies such as AI, automation, and omnichannel capabilities, to streamline operations, reduce manual workloads, offer enhanced analytics, and enable faster response times.

2. Improved Customer Experience:

Customer expectations are continually evolving, and providing exceptional service is paramount to Taff, and an advanced telecom solutions should offer seamless omnichannel support, ensuring customers can interact with us through their preferred channels (voice, email, chat, social media) without losing context.

AI-powered chatbots provide 24/7 support, handling routine inquiries and escalating complex issues to human agents, resulting in quicker resolutions, personalized interactions, and higher customer satisfaction.

Language support across all channels, including automated translation capability.

3. Cost Reduction:

Cost savings, by integrating AI and automation, reducing the need for manual intervention, rationalising phone lines and services, lowering operational costs, the addition of features like call masking and call recording ensure compliance and reduce the risk of costly data breaches.

The efficient management of Direct Dial-In (DDI) lines and integration with existing systems, such as Microsoft Teams and Taff's Housing Management Solution "Rubixx", further optimizing resources and reducing overheads.

4. Analytics:

The solution should provide comprehensive insights into telecommunication activities, enabling Taff to optimize their communication strategies, improve customer service, and enhance operational efficiency.

5. Future-Proofing:

Ensure Taff remains agile and adaptable to future technological advancements, with scalable and flexible systems allow us to grow and evolve without the need for frequent overhauls.

Total value (estimated)

- £60,000 excluding VAT
- £80,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 31 January 2026 to 31 January 2029
- Possible extension to 31 January 2031
- 5 years, 1 day

Description of possible extension:

The contract shall be for an initial period of three (3) years from with the option to extend for a further period of up to twenty-four months, on an annual basis.

Main procurement category

Services

CPV classifications

- 32500000 - Telecommunications equipment and supplies

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

Conditions of Participation

Financial Standing- To participate tenderers who file audited accounts with Companies House, should provide annual financial statements for the last 3 financial years which demonstrate their on-going viability.

Experience and Capacity-To participate tenderers will need to provide 3 references for contracts currently operated remonstrating relevant experience.

Insurance-To participate tenders will need to provide evidence of Professional indemnity insurance protects against claims for loss or damage made by clients or third parties as a result of the impact of negligent services you provided or negligent advice you of-fered.

Business Continuity-To participate tenders will need to provide evidence they have a business continuity arrangement in place to meet the organisation support, uptime and recovery requirements.

Data Protection-To participate tenders will need to provide evidence and any accreditation or compliance with recognised standards that evidences they can comply with GDPR principles and the UK Data Protection Act 2018.

Cyber Security-To participate tenders will need to provide evidence and any accreditation

or compliance with recognised standards that evidences they adequate cyber se-curity in place.

Vendor Accreditation-To participate tenders will need to provide evidence that they are an accredited vendor for the technologies they are proposing.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

31 October 2025, 5:00pm

Tender submission deadline

28 November 2025, 5:00pm

Submission address and any special instructions

None.

www.taffhousing.co.uk

clive.mangan@taffhousing.co.uk

Alexandra House, 307-315 Cowbridge Rd, CF5 1JD Cardiff.

Tenders may be submitted electronically

No

Award criteria

Name	Description	Type
Cost/Price	Total cost of contract, including installation, equipment, ongoing fees, and any hidden charges.	Cost
Technical Capability	Ability to meet technical specifications, reliability, scalability, and future-proofing of the solution.	Quality
Service Levels & Support	Quality of customer support, service level agreements (SLAs), fault response times, and escalation procedures.	Quality
Experience & Track Record	Proven experience in delivering similar telecoms services, references, and case studies.	Quality
Sustainability & Social Value	Commitment to sustainability, environmental impact, and social value contributions.	Quality

Weighting description

Weighting Criteria for Telecoms Contract

Description Weight (%)

Cost/Price Total cost of contract, including installation, equipment, ongoing fees, and any hidden charges. 30

Technical Capability Ability to meet technical specifications, reliability, scalability, and future-proofing of solution. 25

Service Levels & Support Quality of customer support, service level agreements (SLAs), fault response times, and escalation procedures. 15

Experience & Track Record Proven experience in delivering similar telecoms services, references, and case studies. 10

Compliance & Security Adherence to relevant regulations (e.g., GDPR), data security standards, and risk management. 10

Sustainability & Social Value Commitment to sustainability, environmental impact, and social value contributions. 5

Supporting Evidence & Context

- Cost/Price is often given the highest weighting to ensure value for money, but it should be balanced with quality and service.
- Technical Capability ensures the solution meets current and future needs, including integration with existing systems.
- Service Levels & Support are vital for telecoms contracts due to the critical nature of communications infrastructure.
- Experience & Track Record helps mitigate risk by selecting suppliers with proven reliability.
- Compliance & Security is essential for protecting sensitive data and meeting legal obligations.
- Sustainability & Social Value aligns with public sector procurement requirements and organisational values.

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=347324

Statement of Requirements for Comprehensive Telecoms Solution for Taff Housing.

Background:

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The Contract:

The contract shall be for an initial period of Three (3) years from with the option to extend for a further period of up to twenty-four months, on an annual basis.

Contracting authority

Taff Housing Association

- Public Procurement Organisation Number: PNRL-4749-WBZG

Alexandra House

Cardiff

CF5 2ED

United Kingdom

Contact name: Clive Mangan

Telephone: +442921602631

Email: clive.mangan@taffhousing.co.uk

Website: <https://taffhousing.co.uk/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Wales