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Tender

Telephony with integrated Contact Centre capabilities

Cunninghame Housing Association Ltd

F02: Contract notice

Notice identifier: 2025/S 000-085049

Procurement identifier (OCID): ocds-h6vhtk-05fab8

Published 19 December 2025, 3:42pm

Section I: Contracting authority

I.1) Name and addresses

Cunninghame Housing Association Ltd

Quayside Offices,, Marina Quay, Dock Road

Ardrossan

KA22 8DA

Contact

John McIntyre

Email

jmcintyre@chaltd.org

Telephone

+44 1294468360

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.cunninghame-housing.org/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA15444

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony with integrated Contact Centre capabilities

Reference number

CHA Telephony

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Replacement Telephony system including contact centre capabilities.

II.1.5) Estimated total value

Value excluding VAT: £100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

South West Scotland (HQ based in Ardrossan)

II.2.4) Description of the procurement

The scope of this tender includes:

Replacement of the existing Mitel telephony and contact centre systems.

Migration to a fully cloud-based telephony platform.

Provision of call recording, call reporting, and basic call centre functionality for all 150 users.

Integration with business systems Rubixx Housing Management System & Microsoft).

Support for multisite operations.

Ongoing support, maintenance, and business continuity services.

A hosted platform geographically located to comply with GDPR regulations.

Please refer to the full requirements on the Invitation to Tender document attached as an additional document.

II.2.5) Award criteria

Quality criterion - Name: Quality of response to requirements / Weighting: 40

Quality criterion - Name: Implementation, Account and contract management / Weighting: 20

Quality criterion - Name: Pricing / Weighting: 40

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £100,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Ongoing provision after initial 5 year term to be negotiated.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Options for one-off costs for handsets (deskphones), headsets if required in year 1 to be shared.

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Bidders will be required to provide 2 examples of similar type projects, within the last 3 years that demonstrate that they have the relevant experience to deliver the works. This will only include Client name, contract sum, start & completion date & Project summary details.

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.2.2) Contract performance conditions

To be discussed and agreed as part of the contract award process.

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: No

IV.2) Administrative information

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

Date

20 January 2026

Local time

5:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 March 2026

IV.2.7) Conditions for opening of tenders

Date

21 January 2026

Local time

8:00am

Place

Quayside Offices, Dock Road, Ardrossan, KA22 8DA.

Information about authorised persons and opening procedure

Using the PCS portal. John McIntyre, Claire Davidson, Mark Workman.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=819037.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:819037)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=819037

VI.4) Procedures for review

VI.4.1) Review body

Ayr Sherrif Court

Sherrif Court House, Wellington Square

Ayr

Telephone

+44 1292292200

Country

United Kingdom