

United Kingdom-Swindon: IP telephone services
OJ S 7/2015 10/01/2015
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Greensquare Group

Postal address: Barbury House, Stonehill Green, Westlea

Town: Swindon

Postal code: SN5 7HB

Country: United Kingdom

For the attention of: Rob Fletcher

Internet address(es):

General address of the contracting authority: <http://www.greensquaregroup.com/>

Electronic access to information: <http://xantive.supplierselect.com/rfp/>

Electronic submission of tenders and requests to participate: <http://xantive.supplierselect.com/rfp/>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Housing and community amenities

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

GreenSquare IP Telephony, multi channel contact centre and unified communications.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

Main site or place of performance: North Wiltshire and Oxfordshire.

NUTS code UKJ14 Oxfordshire

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

GSG seeks to deliver improvement within its business processes and customer contact through the deployment of Unified Communications and Multi Media Contact Centre services. These will service a variety of communications channels which include traditional telephony, e-mail, instant messaging, video and collaboration is required, together with Presence and other services associated with a modern communications solution. The solution must be capable of

integrating with GSG's CRM solution (Orchard Housing Customer Dashboard) and other systems in use in GSG, e.g. MS Outlook. Customers will benefit from a consistent handling of calls at first point of contact, no matter how they choose to contact the organisation. The systems must work in a multi site environment supporting fixed (desk based), mobile, remote and flexible working for Contact Centre and all other staff using a range of devices.

II.1.5. CPV code(s)

64215000 IP telephone services, 32540000 Switchboards, 64214400 Communication land-line rental, 64227000 Integrated telecommunications services, 48500000 Communication and multimedia software package

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

competitive dialogue

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2014/S 59-099426](#) of 25.3.2014

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Unified Comms Stage 4

V.1. Date of conclusion of the contract

2.12.2014

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: 4net Technologies Ltd

Postal address: 3 Scholar Green Road, Cobra Court

Town: Manchester
Postal code: M32 0TR
Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

8.1.2015