

United Kingdom-Eastbourne: Telephone equipment
OJ S 13/2017 19/01/2017
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Eastbourne Borough Council

Postal address: East Sussex

Town: Eastbourne

Postal code: BN21 4TW

Country: United Kingdom

Contact person: 1 Grove Road

Telephone: +44 01323410000

Internet address(es):

General address of the contracting authority: www.eastbourne.gov.uk

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

General public services

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

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: In partnership with Lewes District Council

Section II: Object of the contract

II.1. Description

II.1.1. Title

Voice Over Internet Protocol Telephony Services Contract.

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: Eastbourne Borough Council and Lewes District Council.

NUTS code UKJ22 East Sussex CC

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)

Lewes District Council (LDC) and Eastbourne Borough Council (EBC) are seeking expressions of interest from suitably qualified and experienced organisations to undertake its new (VoIP) Telephony Supply Contract under contractual arrangements set out in more detail in the documentation accompanying this notice. The contract is expected to be for 5 years with an option to extend it for a further 2.

EBC and LDC are seeking a single, modern, functioning telephony and contact centre solution

that will:

- Replace LDC's existing (hosted) telephony service and upgrade and/or improve the EBC Mitel platform.
- Support shared services, including a joint contact centre that can operate across multiple locations, retention of both councils' existing number ranges.
- Integrate via CTI with the councils' customer relationship management system (Civica Connect360).
- Enable improvements to customer service, including the ability to handle up to 100 concurrent calls into the contact centre.
- Provide high quality management information to enable performance management of call handling staff, demand forecasting and to help plan services more effectively.
- Support flexible working practices for staff including home and mobile working.
- Ensure resilience, including fail-over to either primary site in the event of loss of service at the other.

The procurement of this contract will be conducted using a Competitive Procedure with Negotiation, where the councils reserve the right to award the contract once initial tenders have been evaluated.

The Pre-Qualification questionnaire will be comprised of mandatory Pass/Fail Questions and 7 qualitative evaluation questions, which will be scored out of 100 and enable the evaluation panel to deselect to 5 suppliers. The Evaluation criteria for the Invitation to Tender will be based on Quality and Price.

II.1.5. CPV code(s)

32550000 Telephone equipment, 32543000 Telephone switchboards, 32551400 Telephone network

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

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 380 288,11 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated with a call for competition

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

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

EBBC - 008119

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2016/S 123-221091](#)

Section V: Award of contract

Lot title: Voice Over Internet Protocol Telephony Services

V.1. Date of conclusion of the contract

23.11.2016

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: Cavendish Communications Ltd

Postal address: Cavendish House, New Road

Town: Newhaven

Postal code: BN9 0ES

Country: United Kingdom

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

Initial estimated total value of the contract/lot:

Value: 180 000 GBP

excluding VAT

Total value of the procurement:

Value: 380 288,11 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

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

17.1.2017