

United Kingdom-Glenrothes: Telecommunications system

OJ S 52/2017 15/03/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Kingdom Housing Association Limited

Postal address: Saltire Centre, Pentland Court

Town: Glenrothes

NUTS code: UKM2 Eastern Scotland

Postal code: KY6 2DA

Country: United Kingdom

E-mail: david.loudon@dtl-creative.co.uk

Telephone: +44 1592631661

Internet address(es):Main address: <http://www.kingdomhousing.org.uk>Address of the buyer profile: http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12982**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.publiccontractsscotland.gov.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.publiccontractsscotland.gov.uk>

Tenders or requests to participate must be submitted to the abovementioned address

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**

Cloud based unified communications solution including Orchard Housing CTi integration.

II.1.2. Main CPV code

32524000 Telecommunications system

II.1.3. Type of contract

Services

II.1.4. Short description

Kingdom are seeking a unified communications solution to integrate with the housing management system from Orchard.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

32524000 Telecommunications system

II.2.3. Place of performance

NUTS code: UKM22 Clackmannanshire and Fife

Main site or place of performance: Head Office/Saltire Centre/Pentland Ct, Glenrothes KY6 2DA.

II.2.4. Description of the procurement

Kingdom wish to secure efficiencies and economies of scale by means of a procurement exercise for meeting the requirements detailed within this documentation, achieved through the Most Economical Advantageous Tender (MEAT) submitted. We wish to seek:

— A communications solution that seeks to future proof not only the telephony provision, but the way Kingdom communicate across their organisation and especially with the newly planned customer contact centre delivering the best possible service to their customers.

— A system that can integrate with the Orchard Housing Management System and deliver business benefits through screen popping, click to dial etc. This is essential, and we will not accept responses that are not clear on this ability to interface.

As well as the above, the following key objectives of the procurement and implementation are to provide:

— A true value for money solution.

— Demonstrate a significant improvement over the current systems in use.

— A system that fits the cultural and operational needs of the association.

— Comprehensive, yet simple to use, reporting abilities.

— Solutions that are future proofed as far as possible and that are supplied by a supplier who is progressive enough to adapt to the frequent changes that occur in the social housing sector.

— Staff that are fully trained on the new system and who see it as a cultural shift in improving operations.

— A Solution that incorporates UC CTI integration to the Orchard Housing Management system and the supplier must be able to demonstrate and deliver this.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Standard functionality / Weighting: 10 %

Quality criterion - Name: Cloud or Hybrid capability / Weighting: 15 %

Quality criterion - Name: Integration with Orchard housing System / Weighting: 12 %

Quality criterion - Name: Third party solutions / Weighting: 7 %

Quality criterion - Name: Experience in CTI implementations / Weighting: 5 %

Quality criterion - Name: Social media capability / Weighting: 3 %

Quality criterion - Name: Softphones provision / Weighting: 3 %

Quality criterion - Name: Delivery and support / Weighting: 5 %

Quality criterion - Name: Further information around solution / Weighting: 5 %

Quality criterion - Name: Presentations and references / Weighting: 5 %

Price - Weighting: 30 %

II.2.6. Estimated value

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Kingdom wish to extend to a 2 year extension at their discretion and costs will be requested for this possible extension in the ITT.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3
Objective criteria for choosing the limited number of candidates :

The level of innovation in providing a cloud based CTi solution that is able to integrate with an existing housing management system from Orchard Systems.

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

II.2.14. Additional information

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: 17/04/2017 Local time: 16:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 17/04/2017

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

Duration in months: 1 (from the date stated for receipt of tender)

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 http://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=479964.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at http://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:479964)

Download the ESPD document here: http://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=479964

VI.4. Procedures for review

VI.4.1. Review body

Official name: Kingdom Housing Association Limited

Postal address: Saltire Centre, Pentland Court

Town: Glenrothes

Postal code: KY6 2DA

Country: United Kingdom

Telephone: +44 1592631661

Internet address: <http://www.kingdomhousing.org.uk>

VI.5. Date of dispatch of this notice

14/03/2017

