

**United Kingdom-London: Telecommunications services**

OJ S 103/2017 31/05/2017

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: FSCS

Postal address: 10th Floor, Beaufort House, 15 St Botolph Street

Town: London

NUTS code: UK United Kingdom

Postal code: EC3A 7QU

Country: United Kingdom

E-mail: [chris.sutherland@fscs.org.uk](mailto:chris.sutherland@fscs.org.uk)

Telephone: +44 2073758175

**Internet address(es):**Main address: [www.fscs.org](http://www.fscs.org)**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://fscs.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://fscs.bravosolution.co.uk>

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

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Economic and financial affairs

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

The Provision of Mitel Telephone Support Services.

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

FSCS is tendering for the provision of provision of hardware maintenance, software license assurance/maintenance and configuration assistance for our Mitel telephone system.

Mitel technologies will need to be supported, in addition to:

- Redbox Call Reporting;
- PhoneExOne Call reporting;
- CallXpress (Voice-mail).

The contract will include enhanced configuration support for telephone handsets and other desktop telephony services (for example; IP phones, headsets, PC based telephony applications used in conjunction with or to access the server based applications).

The following additional services maybe required:

- Supply and installation of additional telephony licenses to support any variation to the FSCS user count.
- New or enhanced configuration for the existing technologies.
- New telephony capabilities to support new FSCS change initiatives during the term of the contract.
- The supply of new hardware required to compliment the telephony solution.

#### **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)**

50334100 Repair and maintenance services of line telephony equipment, 50330000 Maintenance services of telecommunications equipment

#### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

#### **II.2.4. Description of the procurement**

Further information is in the tender documents.

The estimated contract value below is based on the fixed support charges for all 5 years.

The contract value range is up-to 250 000 GBP which takes into consideration any additional services which the supplier will fulfil in line with the scope of the contract.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 150 000,00 GBP

#### **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:

3 year contract plus the option to extend for a period up-to 24 months.

#### **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**

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#### **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:  
See Tender Documents.

##### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:  
See Tender Documents.

##### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:  
See Tender Documents.

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Open procedure

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

##### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **IV.2. Administrative information**

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

Date: 27/06/2017 Local time: 12:00

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

##### **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: 3 (from the date stated for receipt of tender)

##### **IV.2.7. Conditions for opening of tenders**

Date: 27/06/2017 Local time: 12:00

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: yes

### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: FSCS

Postal address: 10th Floor, Beaufort House, 15 St Botolph

Town: London

Postal code: EC3A 7QU

Country: United Kingdom

### VI.5. Date of dispatch of this notice

26/05/2017