

UK-Rawtenstall: IP telephone services
OJ S 144/2012 28/07/2012
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Together Housing Group
Postal address: Green Vale Court New Hall Hey Road
Town: Rawtenstall
Postal code: BB4 6HR
Country: United Kingdom
For the attention of: Lee Rogers
E-mail: acd.tenders@togetherhousing.co.uk
Telephone: +44 1706836377

Internet address(es):

General address of the contracting authority: www.togetherhousing.co.uk

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

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 attributed to the contract by the contracting authority

ACD Tender and Related Services.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Blackburn UK.

Pendle UK.

Rawtenstall UK.

Halifax UK.

Wakefield UK.

NUTS code

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Interested suppliers must be able to demonstrate their ability to provide and support a high quality, cost effective Automatic Call Distribution (ACD) system that will underpin and support critical business processes across the Together Housing Group. It is essential that this system is able to integrate with our existing telephony and business systems and provide multi media customer contact routing to a number of geographical sites across the north of England.

II.1.6. CPV code(s)

64215000 IP telephone services, 64210000 Telephone and data transmission services, 48921000 Automation system, 48825000 Web servers, 64212100 Short Message Service (SMS) services, 64212300 Multimedia Message Service (MMS) services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Together Housing Group requires the:

- provision,
- installation,
- commissioning (including project management) and related consultancy services,
- support to deliver an ACD system which meets our business needs.

The system will provide appropriate functionality to effectively support the groups customer contact management enabling us to deliver a modern customer contact centre. The system should be capable of routing calls and other customer contacts to the appropriate offices, teams and advisors. In addition provide a full and effective monitoring and reporting capability.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Guarantees may be required.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Together Housing Group will expect to release payments based on full acceptance of project deliverability/ key milestones.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Together Housing Group would be prepared to receive bids from suppliers' consortia providing that the prime contractor is clearly identified and will be responsible for the delivery of the contracted services.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: As set out in articles 29-32 of Directive 92/50 EEC.

Suppliers (or in the case of a group of suppliers, each supplier) must be prepared to return with their completed Pre Qualification Questionnaire information and proof relating to themselves and to their ultimate holding companies.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Specific information and proof required will be selected in the PQQ to be supplied.

III.2.2. Economic and financial ability

List and brief description of conditions: Specific information and proof required will be selected in the PQQ to be supplied.

III.2.3. Technical and professional ability

List and brief description of conditions:

Specific information and proof required will be selected in the PQQ to be supplied.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 8

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be 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

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

5.9.2012 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

Body responsible for mediation procedures

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 207946000

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: 3 months

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

24.7.2012