

United Kingdom-Manchester: Telecommunications system

OJ S 142/2016 26/07/2016

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Mosscares Housing Group

Postal address: 101 Great Western Street, Moss Side

Town: Manchester

NUTS code: UKD3 Greater Manchester

Postal code: M14 4AA

Country: United Kingdom

Contact person: Chris Shaw

E-mail: chris.shaw@shawc.co.uk

Internet address(es):

Main address: <http://www.mosscares.org.uk>

Address of the buyer profile: <http://www.shawc.co.uk>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=211711978>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=211711978>

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

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Telephony and Contact Centre Solution.

II.1.2. Main CPV code

32524000 Telecommunications system

II.1.3. Type of contract

Services

II.1.4. Short description

The provision of a Telephony and Contact Centre solution which includes Call Recording, Call Reporting and integration to Microsoft Exchange.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKD3 Greater Manchester

Main site or place of performance: Greater Manchester.

II.2.4. Description of the procurement

Provision of a Telephony and Contact Centre including Call Recording and Integration to Microsoft Exchange.

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

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The contract will run for 36 months with a renewal (subject to approval) for a further 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

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

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: no

IV.2. Administrative information**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 30/08/2016 Local time: 09:00

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.2.7. Conditions for opening of tenders

Date: 30/08/2016 Local time: 09:00

Place:

101 Great Western Street, Moss Side, Manchester, M14 4AA.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=211711978>

GO Reference: GO-2016724-PRO-8525391.

VI.4. Procedures for review**VI.4.1. Review body**

Official name: Mosscafe Housing Group

Postal address: 101 Great Western Street, Moss Side

Town: Manchester

Postal code: M14 4AA

Country: United Kingdom

VI.5. Date of dispatch of this notice

24/07/2016