

United Kingdom-Trowbridge: IT services: consulting, software development, Internet and support
OJ S 129/2017 08/07/2017

Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Selwood Housing Society Limited

Postal address: Bryer Ash Business Park, Bradford Road

Town: Trowbridge

NUTS code: UKK15 Wiltshire CC

Postal code: BA14 8RT

Country: United Kingdom

E-mail: a.dyer@selwoodhousing.com

Internet address(es):

Main address: www.selwoodhousing.com

Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA19221

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.mytenders.org>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.mytenders.org>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.mytenders.org>

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

ICT flexible infrastructure contracts for software and communication.

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Selwood are looking for one or more suppliers to provide services under 2 lots:

Lot 1 Software supply, design and build and provision of ongoing support.

Lot 2 Communications solution supply, design and build including contact centre solution and provision of ongoing support.

II.1.5. Estimated total value

Value excluding VAT: 4 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 and lot 2 may be awarded to the same tenderer.

II.2. Description

II.2.1. Title

Software supply, design and build

Lot No: 1

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: UKK15 Wiltshire CC

Main site or place of performance: Trowbridge, Wiltshire.

II.2.4. Description of the procurement

The design and build of a new software platform including operating systems, application delivery, active directory, Microsoft Azure provision and licensing, application and server management, end user device management and file and database backups.

Selwood are seeking a strategic partner to implement and support a migration to the cloud and a new thick-client infrastructure. Our current managed services contract is coming to an end and we wish to take this opportunity to abandon our current outdated, inflexible solution and build an infrastructure that will be capable of supporting our aim to be a dynamic, customer-focussed organisation.

End user devices, networking, connectivity and a hybrid cloud solution will all be provisioned through the other streams of this procurement.

This contract is for provision of the software and services that will bring those components together into a cohesive solution, comprising.

— Professional Services to reconfigure / build / migrate core infrastructure software and services including security and management solutions.

— Professional Services to migrate Selwood's groupware to Office 365.

— Professional Services to build a deployment and management infrastructure for the new thick-client architecture, including end user device configuration.

— Professional Services to support the migration of applications and services into the new private cloud and onto the new thick clients.

— Licensing for Microsoft and Adobe software requirements.

— Ongoing support of the above solutions.

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00 am.

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: 48

This contract is subject to renewal: yes

Description of renewals:

The contract includes provision for an extension of up to a further 2 years.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

As a group, Selwood is growing in size and complexity. In order to meet the challenges that accompany this growth it is necessary to implement a solution that can be quickly and easily scaled up or down or have its structure altered to reflect the structure of the business.

Throughout the contract, Selwood will involve the chosen supplier in additional project and change work as required by the organisation. This will be provided in line with the variation clauses in the contract. Pricing will be based on a rate card which the supplier should provide in the pricing document, and the Supplier will be expected to quote for the additional work.

Additional requirements may include templates for new virtual machines, rate-card pricing for additional services or equipment, templates for user or group objects, or any other methods that will facilitate controlled but swift changes to the scale or structure of the solution.

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

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00 am.

II.2. Description

II.2.1. Title

Communication solution and contact centre

Lot No: 2

II.2.2. Additional CPV code(s)

64200000 Telecommunications services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: UKK15 Wiltshire CC

Main site or place of performance: Trowbridge, Wiltshire.

II.2.4. Description of the procurement

Selwood require a new unified communications solution to replace the current hosted Mitel telephony platform. We need the solution to mirror the rest of the infrastructure in its mobility and flexibility. Our Mitel contact centre software will need to be replaced with a new multi-channel contact centre solution which is fully integrated with the main UC solution. Proposals should incorporate supply of all components and licensing, as well as implementation, training and ongoing support.

Selwood do not intend to maintain the skills in the ICT team to support a telephony solution in house. Administrative functionality will be required by Selwood staff for procedures such as user administration, alteration of recorded messages, etc. in order to provide a timely service to the business. All other support, configuration and maintenance will be the responsibility of the potential provider.

This contract is for the following:

- Provision of a new communications solution for the whole Selwood group which integrates with the software solution described in EU1.
- Provision of a multi-channel contact centre solution which integrates with the communications solution.
- Professional services to build and configure the new solution.
- Training, licensing and ongoing support and maintenance for the above items.
- Provision of lines/trunks and outbound calls.

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00 am.

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 provides for an extension of up to a further 2 years.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

As a group, Selwood is growing in size and complexity. In order to meet the challenges that accompany this growth it is necessary to implement a solution that can be quickly and easily scaled up or down or have its structure altered to reflect the structure of the business.

Throughout the contract, Selwood will involve the chosen supplier in additional project and change work as required by the organisation. This will be provided in line with the variation clauses in the contract. Pricing will be based on a rate card which the supplier should provide in the pricing document, and the Supplier will be expected to quote for the additional work.

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

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00 am.

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

III.2. Conditions related to the contract

III.2.3. 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

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: yes

IV.2. Administrative information

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

Date: 04/08/2017 Local time: 10:00

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: 04/08/2017 Local time: 11:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used
Electronic invoicing will be accepted
Electronic payment will be used

VI.3. Additional information

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00 am.

Note: to register your interest in this notice and obtain any additional information please visit the myTenders Web Site at http://www.myTenders.org/Search/Search_Switch.aspx?ID=198611

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.myTenders.org/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. (MT Ref:198611).

VI.4. Procedures for review

VI.4.1. Review body

Official name: Selwood Housing Group Limited /Society Limited

Postal address: Bryer Ash Business Park, Bradford Road

Town: Trowbridge

Postal code: BA14 8RT

Country: United Kingdom

Telephone: +44 1225715902

Internet address: www.selwoodhousing.com

VI.5. Date of dispatch of this notice

04/07/2017