

United Kingdom-London: Telecommunication consultancy services

OJ S 122/2018 28/06/2018

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: University College London

Postal address: Gower Street

Town: London

NUTS code: UKI London

Postal code: WC1E 6BT

Country: United Kingdom

Contact person: Procurement Services

E-mail: tenders.procurement@ucl.ac.uk**Internet address(es):**Main address: www.ucl.ac.uk/procurementAddress of the buyer profile: <https://in-tendhost.co.uk/ucl/asp/Home>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/ucl/asp/Home>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/ucl/asp/Home>

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

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: <https://in-tendhost.co.uk/ucl/asp/Home>

I.4. Type of the contracting authority

Other type: University

I.5. Main activity

Education

Section II: Object

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

Microsoft Teams UC and Telephony Solution, with compatible Contact Centre

Reference number: UCL-PROC-683

II.1.2. Main CPV code

71316000 Telecommunication consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

The key requirements from the future solution are a Microsoft Teams UC and Telephony solution for all approximately 12 000 UCL users. This will replace all existing ISDX telephones and user-based Cisco telephones. UCL already have arrangements in place for Microsoft A5 licensing, so this will not be included within the scope of this procurement. UCL plan to split this migration into 3 Phases — Please see ITT document for more details.

II.1.5. Estimated total value

Value excluding VAT: 3 500 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

71316000 Telecommunication consultancy services, 72227000 Software integration consultancy services, 72000000 IT services: consulting, software development, Internet and support, 72220000 Systems and technical consultancy services, 32540000 Switchboards, 72266000 Software consultancy services, 64227000 Integrated telecommunications services, 72246000 Systems consultancy services, 72253000 Helpdesk and support services, 32550000 Telephone equipment, 64214000 Dedicated-business telephone network services, 79512000 Call centre, 72253200 Systems support services, 64215000 IP telephone services

II.2.3. Place of performance

NUTS code: UKI London

Main site or place of performance:

II.2.4. Description of the procurement

The key requirements from the future solution are a Microsoft Teams UC and Telephony solution for all approximately 12 000 UCL users. This will replace all existing ISDX telephones and user-based Cisco telephones. UCL already have arrangements in place for Microsoft A5 licensing, so this will not be included within the scope of this procurement. Communal (non-user based) telephones will be provided from the existing Cisco telephone system. UCL plan to split this migration into the following phases:

Phase 1: Microsoft Teams UC and Telephony pilot for approximately 600 users:

— Implementation and maintenance of the core Microsoft Teams UC and Telephony solution, as appropriate,

— Migration of approximately 500 ISD users from the Cisco and ISDX telephone systems,

— Migration of approximately 100 representative users from other departments across UCL, from the Cisco and ISDX telephone systems.

At the end of Phase 1, UCL may decide not to proceed with Phase 2 and 3. If UCL decide to proceed, then the timescales for Phase 2 and 3 will be agreed (if appropriate, Phase 3 may precede Phase 2).

Phase 2: Microsoft Teams UC and Telephony for the remaining approximately 11 400 users:

— Phase 2 will only commence on the successful completion of Phase 1 and approval of an associated Business Case,

- Implementation and on-going maintenance of the expanded core Microsoft Teams UC and Telephony solution, as appropriate; Migration to all remaining, approximately 11 400, UCL users from the Cisco and ISDX telephone systems,
- On-going Maintenance of the existing Cisco systems and re-configuration to support up to 500 communal (non-user based) telephones Migration of any communal telephones from the ISDX to the Cisco telephone system,
- De-commissioning of the legacy ISDX telephone systems.

Phase 3: Contact Centre deployment for to up to 500 concurrent agents:

- Phase 3 is an optional requirement for UCL and will only commence on the successful completion of Phase 1 and approval of an associated Business Case,
- Implementation of a replacement Contact Centre solution for all existing agents (70 of which are existing concurrent agents),
- On-going maintenance of the Contact Centre solution,
- De-commissioning of the legacy Netcall Contact Centre, as appropriate.

For the Telephony and UC solution, the baseline solution will be a SaaS PBX solution, based on O365 – with integration in to an on-premise PSTN service, Cisco Call Manager and legacy ISDX telephone systems. All non-O365 elements of the solution shall be licensed / owned and operated by UCL after the completion of the implementation, with the Bidder providing fourth line support. For the Contact Centre, the baseline solution can be an on-premise or SaaS based solution, that integrates with the UC and telephony solution proposed. All elements of the solution shall be licensed / owned and operated by UCL after the completion of the implementation, with the Bidder providing fourth line support.

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: 3 500 000,00 GBP

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

Duration in months: 84

This contract is subject to renewal: yes

Description of renewals:

Initial Phase 1 for 2 years. Phase 2 — If the pilot successful, extended for further periods up to a maximum of 7 years. Phase 3 timing unknown, but expected that contract will be co-terminus with the Phase 1 / 2 contract. NB — UCL reserves the right to use the software beyond the support periods specified above on an annual rolling basis. We may also make contracts not co-terminus.

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

UCL reserve the right to purchase additional modules, further developments, upgrades or versions as it sees fit. This may be beyond scope of initial procurement as it sees fit and may also be in excess of the initial contract value.

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

List and brief description of conditions:
As set out in the tender documentation.

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This is a technical solution which requires significant investment and deployment in excess of 4 years. Contract must be able to provide ongoing supply and services beyond initial deployment for the full 7 year framework duration to ensure technical compatibility.

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 043-093996](#)

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

Date: 03/08/2018 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: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 03/08/2018 Local time: 12:20

Place:

UCL Procurement Office

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

UCL is not a contracting authority or a body governed by public law as defined by the Public Contracts Regulations 2015. This procurement process is not regulated by EU or UK public procurement law. Where UCL advertises contracts in the Official Journal of the European Union, it does so on a voluntary basis and does not undertake any obligation to comply with the procurement legislation. UCL reserves its rights in full to adapt or step outside the procedures in the procurement legislation as UCL considers necessary. UCL envisages that there will be some negotiation on the contract terms and commercial aspects of the tender. This may be with one or more suppliers as UCL sees fit. The process seeks to select organizations offering the appropriate capability, capacity and competency.

VI.4. Procedures for review

VI.4.1. Review body

Official name: UCL is not a contracting authority or a body governed by public law as defined by the Public Contracts Regulations 2015 and places this advertisement voluntarily.

Town: UK

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

VI.5. Date of dispatch of this notice

27/06/2018