

**United Kingdom-Liverpool: Telephone and data transmission services**  
**OJ S 109/2021 08/06/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Cobalt Housing  
Postal address: 199 Lowerhouse Lane  
Town: Liverpool  
NUTS code: UKD72 Liverpool  
Postal code: L11 2SF  
Country: United Kingdom  
Contact person: Osian Edwards  
E-mail: [procurement@cobalthousing.org.uk](mailto:procurement@cobalthousing.org.uk)  
**Internet address(es):**  
Main address: <https://cobalthousing.org.uk/>

**I.1. Name and addresses**

Official name: South Liverpool Homes  
Postal address: Parklands, Conleach Road  
Town: Liverpool  
NUTS code: UKD72 Liverpool  
Postal code: L24 0TY  
Country: United Kingdom  
E-mail: [ict@southliverpoolhomes.co.uk](mailto:ict@southliverpoolhomes.co.uk)  
**Internet address(es):**  
Main address: <https://www.southliverpoolhomes.co.uk/>

**I.2. Information about joint procurement**

The contract involves joint procurement  
In the case of joint procurement involving different countries, state applicable national procurement law:

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

Other type: Housing Association

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Cloud Based Telephony System for Cobalt and South Liverpool Homes 2021 — 26

Reference number: P0057

### **II.1.2. Main CPV code**

64210000 Telephone and data transmission services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Cobalt and South Liverpool Housing each requires a single, high availability, easy to maintain and effective next gen, cloud based telephony system that supports both traditional voice communications across the organisation and the technologies required for enhanced communications as well as future integration that will facilitate a fully integrated Omnichannel Contact Centre Both organisations are is seeking to enter into a contract with a suitably qualified service provider to provide telephony SIP trunks/infrastructure and service management between the hours specified in the contract document, Monday to Friday, plus an out of hours emergency service 365 days per year. Services are to include:

- service support (helpdesk/engineering/development);
- DDI Porting where necessary;
- call data itemisation;
- PSTN failover;
- call centre supervisor and officer training.

### **II.1.6. Information about lots**

This contract is divided into lots: yes

### **II.1.7. Total value of the procurement**

Value excluding VAT: 357 255,00 GBP

## **II.2. Description**

### **II.2.1. Title**

Lot 1 (Cobalt Housing)

Lot No: 1

### **II.2.2. Additional CPV code(s)**

64200000 Telecommunications services

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

NUTS code: UKD72 Liverpool

Main site or place of performance:

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

Cobalt Housing is a social landlord based in North Liverpool. It has approximately 6000 properties and 11 000 customers. All our stock is located in the local area. We have an in-house call centre (called Cobalt Solutions) that takes the large majority of incoming and external contacts, reflected in an average of 4 000 incoming calls per month. Cobalt has 111 Desk phone users/16 Contact Centre users.

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

Quality criterion - Name: Quality and technical merit / Weighting: 60

Price - Weighting: 40

### **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**

#### **II.2. Description**

##### **II.2.1. Title**

Lot 2 (South Liverpool Homes)  
Lot No: 2

##### **II.2.2. Additional CPV code(s)**

64200000 Telecommunications services

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

NUTS code: UKD72 Liverpool  
Main site or place of performance:

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

South Liverpool Homes (SLH) is a social landlord based in South Liverpool. It has approximately 5400 properties. All our stock is located in Speke, Garston. We have a contact centre for repairs managed by Avela Home Services and remaining calls are managed internally across 3 teams. This reflects in 2 200 calls per month. SLH 58 Desk phone users/26 Contact Centre users.

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

Quality criterion - Name: Quality and technical merit / Weighting: 60  
Price - Weighting: 40

### **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 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: no

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

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 247-615612](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Lot No: 1**

**Title:**

Cobalt Housing

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

08/02/2021

##### **V.2.2. Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Dialpad Inc

Postal address: 12935 Alcosta Blvd

Town: San Ramon

NUTS code: US United States

Country: United States

The contractor is an SME: no

##### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 191 180,00 GBP

Total value of the contract/lot: 191 180,00 GBP

##### **V.2.5. Information about subcontracting**

### **Section V: Award of contract**

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**Lot No: 2**

**Title:**

South Liverpool Homes

A contract/lot is awarded: yes

#### **V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

08/02/2021

**V.2.2. Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: no

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Town: San Ramon

NUTS code: US United States

Country: United States

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 166 075,00 GBP

Total value of the contract/lot: 166 075,00 GBP

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Cobalt Housing Ltd

Postal address: 199 Lowerhouse Lane

Town: Liverpool

Postal code: L11 2SF

Country: United Kingdom

E-mail: [procurement@cobalthousing.org.uk](mailto:procurement@cobalthousing.org.uk)

Internet address: <https://in-tendhost.co.uk/cobalthousing.aspx/Home>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

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

03/06/2021