

**United Kingdom-South Shields: IT services: consulting, software development, Internet and support**

OJ S 145/2018 31/07/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: South Tyneside Metropolitan Borough Council, South Tyneside Homes Ltd and South Tyneside Ventures Trust Ltd

Postal address: Town Hall and Civic Office, Westoe Road

Town: South Shields

NUTS code: UKC22 Tyneside

Postal code: NE23 2RL

Country: United Kingdom

Contact person: Shona Mac Daid

E-mail: [shona.macdaid@southtyneside.gov.uk](mailto:shona.macdaid@southtyneside.gov.uk)

**Internet address(es):**

Main address: [www.southtyneside.gov.uk](http://www.southtyneside.gov.uk)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com/Login>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Login>

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://procontract.due-north.com/Login>

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

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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

The Provision of Telephony and Broadband Services for Business Centres in South Tyneside

**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**

This contract is for the provision of telephony and broadband services for South Tyneside Business Centres. There are 3 business centres located in Boldon, South Shields and Jarrow as well as 1 Trinity Green.

The term of the contract is for 36 months with an option to extend for 2 x 12 months.

### **II.1.5. Estimated total value**

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

This contract is divided into lots: no

## **II.2. Description**

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

51000000 Installation services (except software), 32500000 Telecommunications equipment and supplies, 51340000 Installation services of line telephony equipment

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

NUTS code: UKC22 Tyneside

NUTS code: UKC2 Northumberland and Tyne and Wear

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

This contract is for the provision of telephony and broadband services for South Tyneside Business Centres. There are 3 business centres located in Boldon, South Shields and Jarrow as well as 1 Trinity Green.

The term of the contract is for 36 months with an option to extend for 2 x 12 months.

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

Criteria below

Quality criterion - Name: Delivery solution and project management — Leased Lines / Weighting: 3

Quality criterion - Name: Delivery solution and project management - Hosted VOIP Telephony System / Weighting: 3

Quality criterion - Name: Skills and qualifications- Leased Lines / Weighting: 1

Quality criterion - Name: Skills and qualifications- Hosted VOIP Telephony System / Weighting : 1

Quality criterion - Name: Hardware Support- Leased Lines / Weighting: 3

Quality criterion - Name: Support - Hosted VOIP Telephony System / Weighting: 3

Quality criterion - Name: Service Level Agreements and hours of support / Weighting: 2

Quality criterion - Name: Pro-active alerts and monitoring - Leased Lines / Weighting: 2

Quality criterion - Name: Service desk and call logging to escalation to resolution / Weighting: 2

Quality criterion - Name: Account Management Service / Weighting: 2

Quality criterion - Name: Security / Weighting: 2

Quality criterion - Name: Resilience / Weighting: 2

Quality criterion - Name: Telephony in the Business Centres / Weighting: 2

Quality criterion - Name: Features / Weighting: 2

Cost criterion - Name: Price / Weighting: 70

### **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: no

**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 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: yes

**IV.2. Administrative information**

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

Date: 03/09/2018 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.2.7. Conditions for opening of tenders**

Date: 03/09/2018 Local time: 12:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: South Tyneside Council

Postal address: Town Hall and Civic Offices, Westoe Road

Town: South Shields

Country: United Kingdom

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: South Tyneside Council

Town: South Shields

Country: United Kingdom

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

27/07/2018