

**United Kingdom-London: Telecommunications services**  
**OJ S 169/2017 05/09/2017**  
**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: Financial Services Compensation Scheme Limited  
Postal address: 10th Floor, Beaufort House, 15 St Botolph Street  
Town: London  
NUTS code: UK United Kingdom  
Postal code: EC3A 7QU  
Country: United Kingdom  
E-mail: [Chris.Sutherland@fscs.org.uk](mailto:Chris.Sutherland@fscs.org.uk)  
Telephone: +44 2073758175  
**Internet address(es):**  
Main address: [www.fscs.org](http://www.fscs.org)

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

Body governed by public law

**I.5. Main activity**

Economic and financial affairs

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**Section II: Object**

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

**II.1.1. Title**

The Provision of Mitel Telephone Support Services.  
Reference number: FSCS319

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The contract is for the provision of provision of hardware maintenance, software license assurance/maintenance and configuration assistance for our Mitel telephone system. Mitel technologies will need to be supported, in addition to:

- Redbox Call Reporting;
- PhoneExOne Call reporting;
- CallXpress (Voice-mail).

The contract will include enhanced configuration support for telephone handsets and other desktop telephony services (for example; IP phones, headsets, PC based telephony applications used in conjunction with or to access the server based applications).

The following additional services maybe required:

- Supply and installation of additional telephony licenses to support any variation to the FSCS user count.
- New or enhanced configuration for the existing technologies.
- New telephony capabilities to support new FSCS change initiatives during the term of the contract.
- The supply of new hardware required to compliment the telephony solution.

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

This contract is divided into lots: no

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

Value excluding VAT: 355 564,15 GBP

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

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

NUTS code: UK United Kingdom

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

Please see the short description.

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

Price

#### **II.2.11. Information about options**

Options: yes

Description of options:

3 year contract plus the option to extend for a period up-to 24 months.

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

Notice number in the OJ S: [2017/S 103-205685](#)

#### **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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**Contract No:** FSCS319

A contract/lot is awarded: yes

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

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

28/07/2017

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

Number of tenders received: 4

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

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

Official name: Britannic Technologies Ltd

Postal address: Merrow Business Park, Surrey

Town: Guildford

NUTS code: UK United Kingdom

Postal code: GU4 7WA

Country: United Kingdom

The contractor is an SME: no

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

Total value of the contract/lot: 355 564,15 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: Financial Services Compensation Scheme Limited

Postal address: 10th Floor, Beaufort House, 15 St Botolph

Town: London

Postal code: EC3A 7QU

Country: United Kingdom

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

01/09/2017