

United Kingdom-Manchester: Telecommunications system
OJ S 222/2016 17/11/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Mosscafe Housing Group
Postal address: 101 Great Western Street, Moss Side
Town: Manchester
NUTS code: UKD3 Greater Manchester
Postal code: M14 4AA
Country: United Kingdom
Contact person: Chris Shaw
E-mail: chris.shaw@shawc.co.uk
Internet address(es):
Main address: <http://www.mosscafe.org.uk>
Address of the buyer profile: <http://www.shawc.co.uk>

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

Contract Award — Telephony and Contact Centre solution which includes Call Recording, Call Reporting and integration to Microsoft Exchange.

II.1.2. Main CPV code

32524000 Telecommunications system

II.1.3. Type of contract

Services

II.1.4. Short description

Contract Award for the provision of a Telephony and Contact Centre solution which includes Call Recording, Call Reporting and integration to Microsoft Exchange.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Lowest offer: 198 659,00 GBP / Highest offer: 258 349,00 GBP taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: UKD3 Greater Manchester

Main site or place of performance: Greater Manchester.

II.2.4. Description of the procurement

The provision of a Telephony and Contact Centre solution which includes Call Recording, Call Reporting and integration to Microsoft Exchange.

II.2.5. Award criteria

Quality criterion - Name: Sections 5.2 through to 5.7 (Technical capabilities) / Weighting: 50

Quality criterion - Name: Sections 5.8 through to 5.13 (Implementation and support) /

Weighting: 20

Cost criterion - Name: Section 5.14 (Pricing) / Weighting: 30

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

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: [2016/S 142-256730](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/10/2016

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 6

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: 4 Net Technologies Ltd

Postal address: 3 Scholar Green Road

Town: Manchester

NUTS code: UKD3 Greater Manchester

Postal code: M32 0TR

Country: United Kingdom

E-mail: info@4net-technologies.com

Telephone: +44 3333230700

Internet address: <http://www.4net-technologies.com>

The contractor is an SME: yes

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

Total value of the contract/lot: 225 686,00 GBP

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

VI.3. Additional information

The Alcatel Period has been observed and no challenges have been received.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=227288713>

GO Reference: GO-20161114-PRO-9115471.

VI.4. Procedures for review**VI.4.1. Review body**

Official name: Mosscares Housing Group

Postal address: Moss Side

Town: Manchester

Country: United Kingdom

VI.5. Date of dispatch of this notice

14/11/2016