

**United Kingdom-St Helens: Mobile telephones**  
**OJ S 248/2013 21/12/2013**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Helena Partnerships Ltd  
Postal address: Helena Central, 4 Corporation Street  
Town: St Helens  
Postal code: WA9 1LD  
Country: United Kingdom  
Contact person: Procurement and Accounts Payable  
For the attention of: Alastair Barton  
E-mail: [telephonyreview@helenapartnerships.co.uk](mailto:telephonyreview@helenapartnerships.co.uk)  
Telephone: +44 1744675747

**Internet address(es):**

General address of the contracting authority: [www.helenapartnerships.co.uk](http://www.helenapartnerships.co.uk)  
Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA12041](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA12041)

**I.2. Type of the contracting authority**

Other: Housing Association

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

HHC306 - Telephony Review.

**II.1.2. Type of contract and place of performance or delivery**

Services  
Service category No 5: Telecommunications services  
Main site or place of performance: St Helens.  
NUTS code UKD5 Merseyside

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

The organisation seeks to contract with a 'prime contractor' for the provision and support of a telephony infrastructure which is highly resilient, scalable, performant and which represents value for money. This is to include design, delivery, implementation, support and development

of the elements required to deliver these services. The contractor will review current telephony solutions and makes recommendations as appropriate. The scope to include mobile/landline, call contact centre, data and VoIP.

#### **II.1.5. CPV code(s)**

32250000 Mobile telephones, 32544000 PABX equipment, 32545000 PABX systems, 32550000 Telephone equipment, 32551400 Telephone network, 31712112 SIM cards, 79512000 Call centre

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

Value: 1 210 000 GBP

Including VAT. VAT rate (%) 20

### **Section IV: Procedure**

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#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

competitive dialogue

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 30
2. Voice Telephony Infrastructure. Weighting 8
3. Contact Centre. Weighting 10
4. Mobile Service. Weighting 10
5. Service, Billing and Reporting. Weighting 4
6. Unified Communications. Weighting 7
7. Implementation and Training. Weighting 8
8. Support. Weighting 10
9. Disaster Recovery, Business Continuity and Ad-hoc Services. Weighting 3
10. Partnership and Innovation. Weighting 10

##### **IV.2.2. Information about electronic auction**

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

###### **Contract notice**

Notice number in the OJ S: [2012/S 238-392672](#) of 11.12.2012

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

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Contract No: HHC306

Lot title: Telephony Review

#### **V.1.**

**Date of conclusion of the contract**

18.12.2013

**V.2. Information about tenders**

Number of tenders received: 3

**V.3. Name and address of the contractor**

Official name: Telefonica O2

Postal address: 260 Bath Road

Town: Slough

Postal code: SL1 4DX

Country: United Kingdom

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 1 200 000 GBP

Including VAT. VAT rate (%) 20

Total value of the procurement:

Value: 1 210 000 GBP

Including VAT. VAT rate (%) 20

If annual or monthly value:

Number of years: 7

**V.5. Information about subcontracting****Section VI: Complementary information**

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**VI.1. Information about European Union funds****VI.2. Additional information**

(MT Ref:111320)

**VI.3. Procedures for review****VI.3.1. Review body****VI.3.2. Review procedure****VI.3.3. Service from which information about the review procedure may be obtained****VI.4. Date of dispatch of this notice**

19.12.2013