

United Kingdom-Liverpool: IT services: consulting, software development, Internet and support  
OJ S 251/2015 29/12/2015

Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

---

### I.1. Name and addresses

Official name: Liverpool Mutual Homes

Postal address: The Observatory

Town: Liverpool

Postal code: L1 6RA

Country: United Kingdom

For the attention of: Mrs Amanda Sartorius — Jones

E-mail: [amanda.sartorius-jones@liverpoolmh.co.uk](mailto:amanda.sartorius-jones@liverpoolmh.co.uk)

Telephone: +44 1512352570

#### Internet address(es):

General address of the contracting authority: [www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)

#### Additional information can be obtained from:

Official name: Liverpool Mutual Homes

Postal address: LMH@The Observatory

Town: Liverpool

Postal code: L1 6RA

Country: United Kingdom

For the attention of: Mrs Amanda Sartorius — Jones

E-mail: [amanda.sartorius-jones@liverpoolmh.co.uk](mailto:amanda.sartorius-jones@liverpoolmh.co.uk)

Telephone: +44 1512352570

#### Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: Liverpool Mutual Homes

Postal address: LMH@The Observatory

Town: Liverpool

Postal code: L1 6RA

Country: United Kingdom

For the attention of: Mrs Amanda Sartorius — Jones

E-mail: [amanda.sartorius-jones@liverpoolmh.co.uk](mailto:amanda.sartorius-jones@liverpoolmh.co.uk)

Telephone: +44 1512352570

**Tenders or requests to participate must be submitted:** Official name: Liverpool Mutual Homes

Postal address: LMH@The Observatory

Town: Liverpool

Postal code: L1 6RA

Country: United Kingdom

For the attention of: Mrs Amanda Sartorius — Jones

E-mail: [amanda.sartorius-jones@liverpoolmh.co.uk](mailto:amanda.sartorius-jones@liverpoolmh.co.uk)

Telephone: +44 1512352570

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

### **I.3. Main activity**

Other: housing association

### **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**

---

### **II.1. Description**

#### **II.1.1. Title attributed to the contract by the contracting authority**

LMH — Unified Communications Infrastructure.

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

Services

Service category No 5: Telecommunications services

NUTS code UK United Kingdom

#### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

#### **II.1.4. Information about framework agreement**

#### **II.1.5. Short description of the contract or purchase(s)**

Description of Requirements:

Liverpool Mutual Homes plan to move to a SIP-based Telephony platform and redesign its' WAN and MIA to include increased resilience whilst offering exceptional service and value for money from the provider. LMH have a separate project running with regards to the Telephony platform and the only requirements for this will be the connectivity to the SIP provision. Details of the existing platform will be shown.

A successful Tender will focus on:

- Achieving or exceeding the technical specification set out below;
- Having a single point of contact for all enquiries and fault management;
- Pro-active fault discovery and management;
- Achieving or improving upon the required SLA;
- Detailing all link speeds (delivery speed and provisioned speed), expected round-trip time and jitter. Details of the SLA for all of these will also be fixed and included in the tender;
- Designing a secure and resilient platform for LMH communications;
- The ability to provide detailed, real-time web-based monitoring as per the Monitoring SLA;
- The delivery timescales and way leave provisions;
- Showing Telephony Savings from the proposed solution.

#### **II.1.6. CPV code(s)**

72000000 IT services: consulting, software development, Internet and support

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Lots**

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

Description of Requirements:

Liverpool Mutual Homes plan to move to a SIP-based Telephony platform and redesign its' WAN and MIA to include increased resilience whilst offering exceptional service and value for money from the provider. LMH have a separate project running with regards to the Telephony platform and the only requirements for this will be the connectivity to the SIP provision. Details of the existing platform will be shown.

A Successful Tender will focus on:

- Achieving or exceeding the technical specification set out below;
- Having a single point of contact for all enquiries and fault management;
- Pro-active fault discovery and management;
- Achieving or improving upon the required SLA;
- Detailing all link speeds (delivery speed and provisioned speed), expected round-trip time and jitter. Details of the SLA for all of these will also be fixed and included in the tender;
- Designing a secure and resilient platform for LMH communications;
- The ability to provide detailed, real-time web-based monitoring as per the Monitoring SLA;
- The delivery timescales and way leave provisions;
- Showing Telephony Savings from the proposed solution.

Estimated value excluding VAT:

Range: between 700 000 and 795 000 GBP

### **II.2.2. Information about options**

Options: no

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

### **II.3. Duration of the contract or time limit for completion**

## **Section III: Legal, economic, financial and technical information**

---

### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

#### **III.2.2. Economic and financial ability**

#### **III.2.3. Technical and professional ability**

#### **III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

---

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

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

Accelerated negotiated

Out of contract the service is paramount — VFM Tender accelerated.

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 4: and Maximum number 6

Objective criteria for choosing the limited number of candidates: Dependent on the service and innovations brought to the table.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

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

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

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

An electronic auction will be used: no

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

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

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

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 15.1.2016 - 12:00

Payable documents: no

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

15.1.2016 - 12:00

#### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

24.12.2015

#### **IV.3.6.**

Languages in which tenders or requests to participate may be submitted  
English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

Date: 15.1.2016 - 12:00

Persons authorised to be present at the opening of tenders: no

## **Section VI: Complementary information**

---

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

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

24.12.2015