

**United Kingdom-Trowbridge: IT services: consulting, software development, Internet and support  
OJ S 227/2017 25/11/2017  
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: Selwood Housing Society Limited

Postal address: Bryer Ash Business Park, Bradford Road

Town: Trowbridge

NUTS code: UKK15 Wiltshire CC

Postal code: BA14 8RT

Country: United Kingdom

E-mail: [a.dyer@selwoodhousing.com](mailto:a.dyer@selwoodhousing.com)

**Internet address(es):**

Main address: [www.selwoodhousing.com](http://www.selwoodhousing.com)

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA19221](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA19221)

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

ICT flexible infrastructure contracts for software and communication.

**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**

Selwood are looking for one or more suppliers to provide services under 2 lots:

Lot 1 Software supply, design and build and provision of ongoing support,

Lot 2 Communications solution supply, design and build including contact centre solution and provision of ongoing support.

**II.1.6. Information about lots**

This contract is divided into lots: yes

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

Value excluding VAT: 2 275 496,00 GBP

## **II.2. Description**

### **II.2.1. Title**

Software supply, design and build

Lot No: 1

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

72000000 IT services: consulting, software development, Internet and support, 48000000 Software package and information systems

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

NUTS code: UKK15 Wiltshire CC

Main site or place of performance: Trowbridge, Wiltshire.

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

The design and build of a new software platform including operating systems, application delivery, active directory, Microsoft Azure provision and licensing, application and server management, end user device management and file and database backups.

Selwood are seeking a strategic partner to implement and support a migration to the cloud and a new thick-client infrastructure. Our current managed services contract is coming to an end and we wish to take this opportunity to abandon our current outdated, inflexible solution and build an infrastructure that will be capable of supporting our aim to be a dynamic, customer-focussed organisation.

End user devices, networking, connectivity and a hybrid cloud solution will all be provisioned through the other streams of this procurement.

This contract is for provision of the software and services that will bring those components together into a cohesive solution, comprising:

- Professional Services to reconfigure / build / migrate core infrastructure software and services including security and management solutions.
- Professional Services to migrate Selwood's groupware to Office 365.
- Professional Services to build a deployment and management infrastructure for the new thick-client architecture, including end user device configuration.
- Professional Services to support the migration of applications and services into the new private cloud and onto the new thick clients.
- Licensing for Microsoft and Adobe software requirements.
- Ongoing support of the above solutions.

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00.

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

Quality criterion - Name: Quality and technical merit / Weighting: 70

Price - Weighting: 30

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

Options: yes

Description of options:

Selwood will involve the chosen supplier in additional project and change work as required by the organisation. Additional requirements may include templates for new virtual machines, rate-card pricing for additional services or equipment, templates for user or group objects, or any

other methods that will facilitate controlled but swift changes to the scale or structure of the solution.

### **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**

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00.

## **II.2. Description**

### **II.2.1. Title**

Communication solution and contact centre  
Lot No: 2

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

64200000 Telecommunications services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

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

NUTS code: UKK15 Wiltshire CC  
Main site or place of performance: Trowbridge, Wiltshire.

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

Selwood require a new unified communications solution to replace the current hosted Mitel telephony platform. We need the solution to mirror the rest of the infrastructure in its mobility and flexibility. Our Mitel contact centre software will need to be replaced with a new multi-channel contact centre solution which is fully integrated with the main UC solution. Proposals should incorporate supply of all components and licensing, as well as implementation, training and ongoing support.

Selwood do not intend to maintain the skills in the ICT team to support a telephony solution in house. Administrative functionality will be required by Selwood staff for procedures such as user administration, alteration of recorded messages, etc. in order to provide a timely service to the business. All other support, configuration and maintenance will be the responsibility of the potential provider.

This contract is for the following:

- Provision of a new communications solution for the whole Selwood group which integrates with the software solution described in EU1.
- Provision of a multi-channel contact centre solution which integrates with the communications solution.
- Professional services to build and configure the new solution.
- Training, licensing and ongoing support and maintenance for the above items.
- Provision of lines/trunks and outbound calls.

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00.

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

Quality criterion - Name: Quality and technical merit / Weighting: 70  
Price - Weighting: 30

### **II.2.11.**

### **Information about options**

Options: yes

Description of options:

Selwood will involve the chosen supplier in additional project and change work as required by the organisation.

#### **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**

Potential suppliers are encouraged to attend a technical briefing to be held at Selwood's offices on 14th July at 10:00.

## **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 129-263731](#)

#### **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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**Lot No: 1**

**Title:**

Software supply, design and build

A contract/lot is awarded: yes

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

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

17/11/2017

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

Number of tenders received: 2

Number of tenders received from SMEs: 1

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: 2

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

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

Official name: Lineal Software Solutions Ltd.

Postal address: Unit 7, Riverside Court, Castle Street

Town: Barnstaple

NUTS code: UKK43 Devon CC

Postal code: EX31 1DR

Country: United Kingdom

Telephone: +44 1271375999

The contractor is an SME: yes

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

Total value of the contract/lot: 1 245 354,00 GBP

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Lot No: 2**

**Title:**

Communication solution and contact centre

A contract/lot is awarded: yes

**V.2. Award of contract**

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

17/11/2017

**V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 1

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

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

Official name: Lineal Software Solutions Ltd.

Postal address: Unit 7, Riverside Court, Castle Street

Town: Barnstaple

NUTS code: UKK43 Devon CC

Postal code: EX31 1DR

Country: United Kingdom

Telephone: +44 1271375999

The contractor is an SME: yes

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

Total value of the contract/lot: 1 030 142,00 GBP

**V.2.5. Information about subcontracting**

## Section VI: Complementary information

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### VI.3. Additional information

(MT Ref:203295).

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Selwood Housing Group Limited /Society Limited

Postal address: Bryer Ash Business Park, Bradford Road

Town: Trowbridge

Postal code: BA14 8RT

Country: United Kingdom

Telephone: +44 1225715902

Internet address: [www.selwoodhousing.com](http://www.selwoodhousing.com)

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

23/11/2017