

**United Kingdom-London: Telecommunications equipment and supplies**

OJ S 240/2017 14/12/2017

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Shepherds Bush Housing Group

Postal address: Mulliner House, Flanders Road

Town: London

NUTS code: UKI3 Inner London - West

Postal code: W4 1NN

Country: United Kingdom

Contact person: Martin Man

E-mail: [martin.man@sbhg.co.uk](mailto:martin.man@sbhg.co.uk)

Telephone: +44 2089964217

Fax: +44 2089964242

**Internet address(es):**Main address: <https://in-tendhost.co.uk/sbhg>Address of the buyer profile: <http://www.sbhg.co.uk>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/sbhg>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/sbhg>

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Tender for Telephone and Contact Centre System

Reference number: IS0014

**II.1.2. Main CPV code**

32500000 Telecommunications equipment and supplies

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Procurement of telephone and contact centre system SBHG is seeking formal expressions of interest from potential contractors wishing to participate in the proposed contract for telephone and contact centre system. Contractors that would like to take part in this tender process are invited to register on SBHA procurement portal In-tend via URL link <https://in-tendhost.co.uk/sbhg> After registration, they would get access to full information and all the documents. When the tender documents have been made available, involved suppliers will receive notification via email and the tender documents can be accessed from the my tenders area of this website and selecting the view details button of this project. Please allow sufficient time to make your return as late returns will not be permitted. Any questions relating to this tender should be made via correspondence on the website and can be addressed to the main contact as shown in the details above.

### **II.1.5. Estimated total value**

Value excluding VAT: 455 000,00 GBP

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

This contract is divided into lots: no

## **II.2. Description**

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

NUTS code: UKI3 Inner London - West

Main site or place of performance: Mulliner House London.

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

SBHG is seeking formal expression of interest from potential suppliers for tender for telephone and contact centre system. Suppliers that would like to take part are invited to express interest through our procurement portal <https://in-tendhost.co.uk/sbhg> Upon which they would be given full access to the tender documentation.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 455 000,00 GBP

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/06/2018 End: 31/05/2023

This contract is subject to renewal: yes

Description of renewals:

After expiry of initial term of 5 years, the contract can be extended for another 2 years (1 + 1 year).

### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 8Maximum number: 10Objective criteria for choosing the limited number of candidates:

See SQ document.

### **II.2.10.**

### **Information about variants**

Variants will be accepted: no

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

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Refer to SQ document.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Refer to SQ document.

Minimum level(s) of standards possibly required:

Refer to SQ document.

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

Refer to SQ document.

Minimum level(s) of standards possibly required:

Refer to SQ document.

## **Section IV: Procedure**

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### **IV.1. Description**

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

Restricted 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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/01/2018 Local time: 17:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

This is a recurrent procurement: no

#### **VI.2. Information about electronic workflows**

Electronic payment will be used

#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Shepherds Bush Housing Association

Postal address: W4 1NN

Town: London

Country: United Kingdom

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

11/12/2017