

United Kingdom-Liverpool: Telecommunications services
OJ S 247/2020 18/12/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Cobalt Housing
Postal address: 199 Lowerhouse Lane
Town: Liverpool
NUTS code: UKD72 Liverpool
Postal code: L11 2SF
Country: United Kingdom
Contact person: Osian Edwards
E-mail: procurement@cobalthousing.org.uk
Internet address(es):
Main address: <https://cobalthousing.org.uk/>

I.1. Name and addresses

Official name: South Liverpool Homes
Postal address: Parklands, Conleach Road
Town: Speke
NUTS code: UKD72 Liverpool
Postal code: L24 0TY
Country: United Kingdom
E-mail: ict@southliverpoolhomes.co.uk
Internet address(es):
Main address: <https://www.southliverpoolhomes.co.uk/>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/cobalthousing/asp/Home>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Housing Association

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Cloud Based Telephony System for Cobalt and South Liverpool Homes 2021-2026
Reference number: P0057

II.1.2. Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

Cobalt and South Liverpool Housing each requires a single, high availability, easy to maintain and effective next gen, cloud-based telephony system that supports both traditional voice communications across the organisation and the technologies required for enhanced communications as well as future integration that will facilitate a fully integrated Omnichannel Contact Centre Both organisations are is seeking to enter into a contract with a suitably qualified service provider to provide telephony SIP trunks/infrastructure and service management between the hours specified in the contract document, Monday to Friday, plus an out of hours emergency service 365 days per year. Services are to include:

- service support (helpdesk/engineering/development);
- DDI Porting where necessary;
- call data itemisation;
- PSTN failover;
- call centre supervisor and officer training.

II.1.5. Estimated total value

Value excluding VAT: 500 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Lot 1 (Cobalt Housing)
Lot No: 1

II.2.2. Additional CPV code(s)

64200000 Telecommunications services, 32500000 Telecommunications equipment and supplies, 32412100 Telecommunications network, 32510000 Wireless telecommunications system

II.2.3. Place of performance

NUTS code: UKD72 Liverpool
Main site or place of performance:

II.2.4. Description of the procurement

Cobalt Housing is a social landlord based in North Liverpool. It has approximately 6 000 properties and 11 000 customers. All our stock in located in the local area. We have an in-

house call centre (called Cobalt Solutions) that takes the large majority of incoming and external contacts, reflected in an average of 4 000 incoming calls per month. Cobalt has 111 desk phone users/16 contact centre users.

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: 250 000,00 GBP

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

Duration in months: 38

This contract is subject to renewal: yes

Description of renewals:

An option to extend for a further 2 years (until 31 March 2026).

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

II.2. Description

II.2.1. Title

Lot 2 (South Liverpool Homes)

Lot No: 2

II.2.2. Additional CPV code(s)

64200000 Telecommunications services, 32500000 Telecommunications equipment and supplies, 32412100 Telecommunications network, 32510000 Wireless telecommunications system

II.2.3. Place of performance

NUTS code: UKD72 Liverpool

Main site or place of performance:

II.2.4. Description of the procurement

South Liverpool Homes (SLH) is a social landlord based in South Liverpool. It has approximately 5 400 properties. All our stock is located in Speke, Garston. We have a contact centre for repairs managed by Avela Home Services and remaining calls are managed internally across three teams. This reflects in 2 200 calls per month. SLH 58 Desk phone users /26 contact centre users.

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

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

Duration in months: 38

This contract is subject to renewal: yes

Description of renewals:

Option to extend for a further 2 years (until 31 March 2026).

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

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:

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date: 18/01/2021 Local time: 12:00

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.2.7. Conditions for opening of tenders

Date: 18/01/2021 Local time: 12:00

Place:

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Cobalt Housing Ltd

Postal address: 199 Lowerhouse Lane

Town: Liverpool

Postal code: L11 2SF

Country: United Kingdom

E-mail: procurement@cobalthousing.org.uk

Internet address: <https://in-tendhost.co.uk/cobalthousing.aspx/Home>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

VI.5. Date of dispatch of this notice

14/12/2020