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Tender

ISHA-Out of Hours Call Centre

Islington and Shoreditch Housing Association

F02: Contract notice

Notice identifier: 2021/S 000-001084

Procurement identifier (OCID): ocids-h6vhtk-028b92

Published 19 January 2021, 3:32pm

Section I: Contracting authority

I.1) Name and addresses

Islington and Shoreditch Housing Association

102 Blackstock Road

London

N4 2DR

Contact

Procurement

Email

procurement@effefftee.co.uk

Telephone

+44 1689885080

Fax

+44 1689885081

Country

United Kingdom

NUTS code

UKI - LONDON

Internet address(es)

Main address

<https://www.isha.co.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA12961

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.mytenders.co.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ISHA-Out of Hours Call Centre

Reference number

T1-5642

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The contract is for the provision of Out of Hours call centre services for residential properties owned and managed by Islington and Shoreditch Housing Association. It is intended that the contract will commence in July 2021 and, subject to annual reviews, run for a period of three years with the option for renewal, as decided by ISHA, for an extension of up to a further one year and then an additional one year, subject to satisfactory reviews based upon performance and quality of service and delivery. The maximum duration of the contract is therefore five years.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKI - LONDON

Main site or place of performance

North and East London

II.2.4) Description of the procurement

The contract is for the delivery of Out of Hours call centre services for residential properties owned and managed by Islington and Shoreditch Housing Association. It is intended that the contract will commence in July 2021, and subject to annual reviews, run for a period of three years with the option for renewal, as decided by ISHA, for an extension of up to a further one year and then an additional one year, subject to satisfactory reviews based upon performance and quality of service and delivery. The maximum duration of the contract is therefore five years.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Start date

1 July 2021

End date

30 June 2024

This contract is subject to renewal

Yes

Description of renewals

It is intended that the contract will run for a period of three years with the option for renewal, as decided by ISHA, for an extension of up to a further one year and then an additional one year, subject to satisfactory reviews based upon performance and quality of service and delivery.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Overflow call handling and ad-hoc call handling during working hours.

II.2.13) Information about European Union Funds

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

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

Please refer to contract documents

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please see the tender documentation for all relevant conditions.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

22 February 2021

Local time

12:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

22 February 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=221711.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:221711)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>