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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): ocds-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](mailto: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](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](http://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](http://www.mytenders.co.uk)

**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**

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

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## **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.

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## **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

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## **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](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](https://www.mytenders.co.uk/sitehelp/help_guides.aspx)

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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](mailto: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>