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Tender

Housing Mediation and Conflict, Complaints Resolution Service

City of London Corporation

F02: Contract notice

Notice identifier: 2025/S 000-001990

Procurement identifier (OCID): ocds-h6vhtk-04d4f0

Published 21 January 2025, 11:21am

Section I: Contracting authority

I.1) Name and addresses

City of London Corporation

Guildhall

London

EC2P 2EJ

Email

joanna.osborne@cityoflondon.gov.uk

Telephone

+44 7938823825

Fax

+44 7938823825

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.cityoflondon.gov.uk

I.3) Communication

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

<https://cityoflondon.ukp.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://cityoflondon.ukp.app.jaggaer.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing Mediation and Conflict, Complaints Resolution Service

II.1.2) Main CPV code

- 70333000 - Housing services

II.1.3) Type of contract

Services

II.1.4) Short description

The City invites Quotations for the provision of: Housing Mediation and Conflict/Complaints Resolution Service:

to provide a mediation and conflict/complaints resolution service. The 'service users' of the service will be the Corporation's residents on its managed housing estates, sheltered accommodation, Almshouses and other local individuals or service organisations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The City invites Quotations for the provision of: Housing Mediation and Conflict/Complaints Resolution Service:

to provide a mediation and conflict/complaints resolution service. The 'service users' of the service will be the Corporation's residents on its managed housing estates, sheltered accommodation, Almshouses and other local individuals or service organisations.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

No

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

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: No

IV.2) Administrative information

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

Date

24 January 2025

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

31 January 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The Mayor and Commonality and Citizens of the City of London

London

Country

United Kingdom