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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](mailto:joanna.osborne@cityoflondon.gov.uk)

#### **Telephone**

+44 7938823825

#### **Fax**

+44 7938823825

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://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

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## **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

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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: 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

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## **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