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Tender

Out of Hours Call Handling Contract 2021

Network Homes

F02: Contract notice

Notice identifier: 2021/S 000-002093

Procurement identifier (OCID): ocds-h6vhtk-028f83

Published 2 February 2021, 6:24pm

Section I: Contracting authority

I.1) Name and addresses

Network Homes

The Hive, 22 Wembley Park Blvd

London

HA9 0HP

Contact

Josephine Rodrigues

Email

josephine.rodriques@networkhomes.org.uk

Telephone

+44 2087824312

Country

United Kingdom

NUTS code

UKI7 - Outer London – West and North West

Internet address(es)

Main address

<https://www.delta-esourcing.com>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com>

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

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

Out of Hours Call Handling Contract 2021

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Network Homes require a contract for an 'Out of Hours Call Handling Service' for use by residents. This contract will be awarded for 3 years with the option to extend for a further two years on an annually renewable basis (Subject to performance reviews)

II.1.5) Estimated total value

Value excluding VAT: £250,000

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

LONDON

II.2.4) Description of the procurement

Network Homes require a contract for an 'Out of Hours Call Handling Service' for use by residents. This contract will be awarded for 3 years with the option to extend for a

further two years on an annually renewable basis (Subject to performance reviews)

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

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

Duration in months

59

This contract is subject to renewal

Yes

Description of renewals

not provided

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

<https://www.delta-esourcing.com/respond/cj7xg6z9m7>

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

not provided

III.1.2) Economic and financial standing

List and brief description of selection criteria

not provided

Minimum level(s) of standards possibly required

not provided

III.1.3) Technical and professional ability

List and brief description of selection criteria

not provided

Minimum level(s) of standards possibly required

not provided

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

not provided

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

9 March 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: 5 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 March 2021

Local time

5:00pm

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

Network Homes is one of the UK's leading housing associations with over 40 years' experience developing award-winning homes. A member of the G15 Group of London's largest housing associations, we own and manage over 20,000 homes across London, Hertfordshire and the South East. We love to build homes and we take great pride in the quality of the homes we deliver. We develop homes for a variety of affordable tenures including social, affordable and intermediate rents, shared ownership and rent to buy products such as London Living Rent. We also develop homes for market sale and for market rent. We also manage and develop a range of tenures for older people.

We have a strong track record of development and regeneration, with an ambitious growth strategy of 5,000 new homes over the next 5 years and a secure development pipeline of approximately 2,500 homes. We have strong relationships with Homes England, the GLA, and Local Authorities across our operational area.

Network Homes' Growth Strategy sets out our ambition to deliver 1,000 units a year within London and Hertfordshire which will be delivered through three procurement routes: land, S106 opportunities and package deals and this framework will help us deliver this.

We have and maintain an impressive pipeline of development opportunities, with schemes of varying scales, ranging from garage site redevelopments, neighbourhood-transforming regeneration schemes, land-led residential developments of 100 units+, up to significant mixed use opportunities including a 575 unit residential-led development in Southall and a 1,600 unit placemaking scheme at Northwick Park. Where the opportunity is right, we look at the potential for joint ventures.

We usually have between fifteen and twenty development sites between the stages of offer accepted and exchange and expect this rate to remain constant over the framework period.

Network Homes has a number of wholly owned subsidiaries who will be entitled to call off contracts under this Framework. It is also likely to be used by local authorities who use us as a development agency.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=564101699>

GO Reference: GO-202122-PRO-17731964

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Not provided

London

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Not provided

Not provided

Country

United Kingdom