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Tender

Provision of an out of hours repair call handling service

Pobl Group Ltd

F02: Contract notice

Notice identifier: 2021/S 000-002248

Procurement identifier (OCID): ocids-h6vhtk-02902f

Published 4 February 2021, 12:32pm

The closing date and time has been changed to:

25 March 2021, 2:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Pobl Group Ltd

Pobl House, Phoenix Way

Swansea

SA7 9EQ

Email

procurement.helpdesk@poblgroup.co.uk

Telephone

+44 1792460609

Country

United Kingdom

NUTS code

UKL18 - Swansea

Internet address(es)

Main address

<http://poblgroup.co.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0512

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://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

I.4) Type of the contracting authority

Other type

Registered Social Landlord

I.5) Main activity

Other activity

RSL

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an out of hours repair call handling service

Reference number

PROC0112

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 an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

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
- 79342300 - Customer services
- 79510000 - Telephone-answering services
- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKL - WALES

Main site or place of performance

The contract is to cover the Groups stock in Wales

II.2.4) Description of the procurement

The contract is for an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to a period of two x one year periods or part thereof (1+1)

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

refer to ITT documents

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

Originally published as:

Date

18 March 2021

Local time

2:00pm

Changed to:

Date

25 March 2021

Local time

2:00pm

See the [change notice](#).

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

IV.2.7) Conditions for opening of tenders

Date

18 March 2021

Local time

2:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: end of contract period

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=107898

(WA Ref:107898)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom