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Tender

## **Call handling services (out of hours)**

East Midlands Housing Group

F02: Contract notice

Notice identifier: 2025/S 000-002829

Procurement identifier (OCID): ocds-h6vhtk-04d6b6

Published 28 January 2025, 12:54pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

East Midlands Housing Group

Memorial House, Whitwick Business Park, Stenson Road

Coalville, Leicestershire

LE67 4JP

### **Contact**

Michael Simpson

### **Email**

[michael.simpson@emh.co.uk](mailto:michael.simpson@emh.co.uk)

### **Telephone**

+44 1530444918

### **Country**

United Kingdom

**NUTS code**

UKF - East Midlands (England)

**Internet address(es)**

Main address

[www.emh.co.uk](http://www.emh.co.uk)

Buyer's address

<https://in-tendorganiser.co.uk/emh>

**I.3) Communication**

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

<https://in-tendhost.co.uk/emh/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/emh/asp/Home>

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Call handling services (out of hours)

Reference number

EMH6

#### **II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Provision of the out of hours call handling services for EMH Housing and Regeneration, and Midlands Rural Housing. To access the invitation to tender document and respond, please go to our In-Tend portal at <https://in-tendhost.co.uk/emh/aspx/Home>

#### **II.1.5) Estimated total value**

Value excluding VAT: £630,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKF - East Midlands (England)

#### **II.2.4) Description of the procurement**

EMH Housing and Regeneration and Midlands Rural Housing's out of hours call handling services contract.

### **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**

Start date

1 May 2025

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be from 1 May 2025 until 31 March 2029. The contract may be extended for a further three years in annual increments at the sole discretion of EMH, until a maximum of 31 March 2032. Price increases for 1 April 2026 and each subsequent each year shall be at the rate of inflation for the preceding 12 months as measured by the Consumer Price Index (CPI) in March 2026 a

### **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: Yes

#### **IV.2) Administrative information**

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

Date

28 February 2025

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**

Tender must be valid until: 1 May 2025

##### **IV.2.7) Conditions for opening of tenders**

Date

28 February 2025

Local time

12:00pm

Place

Tenders will be opened electronically.

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Leicester County Court

Leicester

Country

United Kingdom