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Tender

Contact Centre Telephony Solution (662-AHL)

NSAH (Alliance Homes) Ltd

F02: Contract notice

Notice identifier: 2025/S 000-003095

Procurement identifier (OCID): ocds-h6vhtk-04d756

Published 30 January 2025, 12:26pm

Section I: Contracting authority

I.1) Name and addresses

NSAH (Alliance Homes) Ltd

40 Martingale Way

Portishead

BS20 7GF

Email

procurement@alliancehomes.org.uk

Country

United Kingdom

NUTS code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Internet address(es)

Main address

<https://in-tendhost.co.uk/alliancehomes>

Buyer's address

<http://www.alliancehomesgroup.org.uk>

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

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

Contact Centre Telephony Solution (662-AHL)

Reference number

SYSTEM 00000185

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for the provision of services related to a contact centre telephony solution for customers of our services within the North Somerset and surrounding areas such as Bristol, South Gloucestershire, Bath and North East Somerset, Sedgemoor local / unitary authorities and also in the Swindon area (such as SN1 to SN5, SN25 and SN26 postcodes). The main office location of AHG is in Portishead, North Somerset. This tender is issued by NSAH (Alliance Homes) Ltd, known as 'The Alliance Homes Group'. This tender and any resulting contract may be utilised by any member or future member of the Alliance Homes Group, or by any shared services or partnership arrangement or group of which a member of the Alliance Homes Group is currently or in the future a member of, or by any members current or future of such an arrangement or group. This procurement is being tendered in accordance with the Restricted Procedure of The Public Contracts Regulations 2015 ("PCR 2015") and as such will

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

This procurement is for the provision of services related to a contact centre telephony solution for customers of our services within the North Somerset and surrounding areas such as Bristol, South Gloucestershire, Bath and North East Somerset, Sedgemoor local / unitary authorities and also in the Swindon area (such as SN1 to SN5, SN25 and SN26 postcodes). The main office location of AHG is in Portishead, North Somerset. This tender is issued by NSAH (Alliance Homes) Ltd, known as 'The Alliance Homes Group'. This tender and any resulting contract may be utilised by any member or future member of the Alliance Homes Group, or by any shared services or partnership arrangement or group of which a member of the Alliance Homes Group is currently or in the future a member of, or by any members current or future of such an arrangement or group. This procurement is being tendered in accordance with the Restricted Procedure of The Public Contracts Regulations 2015 ("PCR 2015") and as such will

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: £600,000

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

Start date

1 July 2025

End date

28 February 2030

This contract is subject to renewal

Yes

Description of renewals

The duration of the resulting contract will be the period of implementation to go-live of the portal (duration to be confirmed) plus four years from the date of go-live. Beyond this there will also be the possibility of one further extension of two years.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

4 March 2025

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

19 March 2025

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

English

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

NSAH (Alliance Homes) Ltd

Portishead

Country

United Kingdom