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Tender

Out of Hours Telephone Service 2024

Curo Places Limited

F02: Contract notice

Notice identifier: 2024/S 000-003418

Procurement identifier (OCID): ocds-h6vhtk-04367d

Published 1 February 2024, 4:09pm

Section I: Contracting authority

I.1) Name and addresses

Curo Places Limited

The Maltings, Lower Bristol Road

Bath

BA2 1EP

Contact

Reece Rogers

Email

Procurement@curo-group.co.uk

Telephone

+44 1225366000

Country

United Kingdom

NUTS code

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Internet address(es)

Main address

<https://www.curo-group.co.uk/>

I.3) Communication

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

<https://in-tendhost.co.uk/curo.aspx/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/curo.aspx/Home>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/curo.aspx/Home>

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 Telephone Service 2024

Reference number

CURO - 00000371

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Out of Hours Telephone Service 2024The out of hours telephone service will be a point of contact for Curo stakeholders when Curo offices are closed. Incoming calls may cover a range of matters during these hours and the trained operators of the service will adopt a common sense approach to ensure that these matters are recorded, categorised and responded to appropriately and effectively, ensuring both safety and a first rate customer service.This will be a three year contract with the option of extending for a further 2 year period upon satisfactory delivery of the service requirements and achievement of target levels of KPI's.Curo is tendering for the provision of the above requirement. The closing date for receipt of your expression of interest is given in the box below entitled - Date documents can be requested until.Important information: This tender is being conducted through the Curo supplier portal and all documentation is only available via this portal.

II.1.5) Estimated total value

Value excluding VAT: £180,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

As stated in the tender documentation available at: <https://in-tendhost.co.uk/curo/asp/Home>

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: £180,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 year potential extension period

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the tender documentation available at: <https://intendhost.co.uk/curo.aspx/Home>

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.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

4 March 2024

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: 4 June 2024

IV.2.7) Conditions for opening of tenders

Date

8 March 2024

Local time

12:00pm

Place

The Maltings

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

Curo Group Limited

The Maltings, Lower Bristol Road

Bath

BA2 1EP

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

N/A