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Tender

Out of Hours Call Handling

Network Homes

F02: Contract notice

Notice identifier: 2023/S 000-003914

Procurement identifier (OCID): ocds-h6vhtk-03a404

Published 8 February 2023, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Network Homes

The Hive, 22 Wembley Park Boulevard

Wembley

HA9 0HP

Contact

Nina Sharma

Email

Nina.sharma@networkhomes.org.uk

Telephone

+44 208078204312

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

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-UK-Wembley:-Call-centre./Q8XHSXP6BC>

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

Out of Hours Call Handling

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Network Homes requires a contract for an Out of Hours Call Handling Services for the use by residents .This contract will be awarded for 2 years with option to extend for further three years on annually renewable basis (Subject to performance reviews)

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Network Homes requires a contract for an Out of Hours Call Handling Services for the use by residents .This contract will be awarded for 2 years with option to extend for further

three years on 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: £350,000

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

Duration in months

60

This contract is subject to renewal

No

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

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/437ZCT5BF7>

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

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

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

15 March 2023

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

15 March 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Wembley:-Call-centre./Q8XHSXP6BC>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/Q8XHSXP6BC>

GO Reference: GO-202328-PRO-22080979

VI.4) Procedures for review

VI.4.1) Review body

Network Homes

Olympic Office Centre, 8 Fulton Road

Wembley

HA9 0NU

Telephone

+44 208078204312

Country

United Kingdom

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

Network Homes

Olympic Office Centre, 8 Fulton Road

Wembley

HA9 0NU

Telephone

+44 208078204312

Country

United Kingdom