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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](mailto: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

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## **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>

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## **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

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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

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

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## **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