

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004139-2022>

Tender

## **Longhurst Out of Hours Call Centre**

Longhurst Group

F02: Contract notice

Notice identifier: 2022/S 000-004139

Procurement identifier (OCID): ocds-h6vhtk-0316c6

Published 14 February 2022, 1:39pm

### **Section I: Contracting authority**

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

Longhurst Group

Leverett House, Gilbert Drive,

Boston

PE21 7TQ

#### **Contact**

Sharon Hunt

#### **Email**

[sharon@echelonconsultancy.co.uk](mailto:sharon@echelonconsultancy.co.uk)

#### **Telephone**

+44 1707339800

**Country**

United Kingdom

**NUTS code**

UKF - East Midlands (England)

**National registration number**

5345282

**Internet address(es)**

Main address

<https://www.longhurst-group.org.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/45191>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=42593&B=ECHELON](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=42593&B=ECHELON)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=42593&B=ECHELON](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=42593&B=ECHELON)

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

**I.4) Type of the contracting authority**

Regional or local Agency/Office

**I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

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

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

Longhurst Out of Hours Call Centre

Reference number

ECH1090

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

- 79512000 - Call centre

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

Services

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

Longhurst Group is seeking solutions from suitably qualified and experienced Service Providers to enter into a long-term arrangement for the delivery of their Out of Hours call handling services. Longhurst Group intends to enter into contract with the successful Service Provider for a period of 5 years, with an initial term of three years and 2 further one year extensions. The estimated value of the contract is c £130k pa ex VAT.

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

Value excluding VAT: £650,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 79510000 - Telephone-answering services
- 79512000 - Call centre

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

NUTS codes

- UKF - East Midlands (England)

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

Longhurst is one of the largest housing groups in the Midlands and East of England, they own and manage over 23,500 homes and deliver a wide range of care and support services.

Longhurst operate in 50 local authority areas, with over 1,200 colleagues, 10 office bases and over 80 care and support locations

Longhurst Group is seeking solutions from suitably qualified and experienced Service Providers to enter into a long-term arrangement for the delivery of their Out of Hours call handling services. Longhurst Group intends to enter into contract with the successful Service Provider for a period of 5 years, with an initial term of three years and 2 further one year extensions. The estimated value of the contract is c £130k pa ex VAT.

Longhurst is following an Open procurement process in accordance with the Public Contract Regulations 2015. Full details of the requirements and instructions are included in the procurement and Tender documents.

### **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: £650,000

### **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

---

## **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 detailed in the procurement and Tender documents

#### **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.2.2) Contract performance conditions**

As detailed in the procurement and Tender documents

#### **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: Yes

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

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

Date

16 March 2022

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**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

16 March 2022

Local time

12:00pm

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

The Contracting Authority reserves the right to cancel the procurement and not to proceed with the contract award at any stage of the procurement process. The Contracting Authority also reserves the right not to award the contract. Neither the Contracting Authority nor any person on whose behalf this procurement is undertaken is to be liable for any costs incurred by those expressing an interest or tendering for the contract.

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

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

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom



### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will observe a 10 day stand still period following the award of the contract and conduct itself in respect of any appeals in accordance with the Public Contract Regulations 2015 (as amended)

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

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom