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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@echelonconsultancv.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/rfg/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

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