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Tender

JHG - Out of Hours Call Handling Tender

Jigsaw Homes Group

F02: Contract notice

Notice identifier: 2025/S 000-004210

Procurement identifier (OCID): ocds-h6vhtk-04dcdf

Published 7 February 2025, 3:15pm

The closing date and time has been changed to:

12 March 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Jigsaw Homes Group

Cavendish 249, Cavendish Street

Ashton-under-Lyne

OL6 7AT

Contact

Jason Pears

Email

Jason.Pears@jigsawhomes.org.uk

Telephone

+44 1613312192

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

<https://www.jigsawhomes.org.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8761

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8761

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8761

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://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8761

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

JHG - Out of Hours Call Handling Tender

Reference number

JHG/OOHCALL/2025

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

Out of Hours Call Handling Service

II.1.5) Estimated total value

Value excluding VAT: £50,000

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

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)
- UKF - East Midlands (England)

Main site or place of performance

Greater Manchester, Cheshire, Merseyside, Lancashire & East Midlands

II.2.4) Description of the procurement

We are looking for a single out of hours call handling service, 60/40 price/quality split, please refer to tender documents for more details.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £50,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Based on satisfactory performance the initial two years could be extended by a further two years to a maximum of four years.

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.1.2) 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

Originally published as:

Date

7 March 2025

Local time

12:00pm

Changed to:

Date

12 March 2025

Local time

12:00pm

See the [change notice](#).

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: 7 March 2025

IV.2.7) Conditions for opening of tenders

Date

7 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=233751.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:233751)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>