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Opportunity

Out of Hours Call Handling Service

Oldham Council

F02: Contract notice

Notice reference: 2024/S 000-007415

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Section I: Contracting authority

I.1) Name and addresses

Oldham Council

Corporate Procurement Level 8, Civic Centre, West Street

Oldham

OL1 1UT

Contact

Mrs Emily Molden

Email

emily.molden@oldham.gov.uk

Country

United Kingdom

NUTS code

UKD37 - Greater Manchester North East

Internet address(es)

Main address

<http://www.oldham.gov.uk/>

Buyer's address

<http://www.oldham.gov.uk/>

I.3) Communication

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

<https://www.the-chest.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.the-chest.org.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Out of Hours Call Handling Service

Reference number

DN710601

II.1.2) Main CPV code

- 98341100 - Accommodation management services

II.1.3) Type of contract

Services

II.1.4) Short description

Oldham Council require a Provider to operate the out of hours statutory service for temporary accommodation queries.

The Council are currently facing a housing crisis with the demand significantly increasing for temporary accommodation and wrap around support services increasing. The support currently provided by the Council covers 'normal working' hours however access to support and advice is required 24 hours, 7 days a week, 365 days a year.

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD37 - Greater Manchester North East

II.2.4) Description of the procurement

Oldham Council require a Provider to operate the out of hours statutory service for temporary accommodation queries.

The Council are currently facing a housing crisis with the demand significantly increasing for temporary accommodation and wrap around support services increasing. The support currently provided by the Council covers 'normal working' hours however access to support and advice is required 24 hours, 7 days a week, 365 days a year.

The out of hours service is a telephone-based service, where residents who need emergency help and support with regards to homelessness outside of usual office hours (Mon – Fri 9am – 5pm) can telephone the dedicated number.

The out of hours service operates from 5pm to 9am Monday – Thursday and from 5pm Friday – 9am Monday. Please note the service operates 24 hours through Saturday and Sunday and bank holidays. This totals 106 hours per week not including bank holidays, the number of bank holiday hours totals 192 per annum.

This opportunity has been advertised on the Chest portal and any queries must be raised via the portal.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 50%

II.2.6) Estimated value

Value excluding VAT: £240,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

The contract is for an initial 12 month period with an optional 12 month extension period.

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: No

IV.2) Administrative information

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

Date

10 April 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

10 April 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Oldham Council

Oldham

Country

United Kingdom