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Planning

New Build Customer Care Call Handling and Contractor Management Service

TRAFFORD HOUSING TRUST LIMITED

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-007686

Procurement identifier (OCID): ocids-h6vhtk-02a577

Published 13 April 2021, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

TRAFFORD HOUSING TRUST LIMITED

126-150 Washway Road

Sale

M336AG

Contact

Sophie Mills

Email

sophie.mills@traffordhousingtrust.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.traffordhousingtrust.co.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

New Build Customer Care Call Handling and Contractor Management Service

II.1.2) Main CPV code

- 50700000 - Repair and maintenance services of building installations

II.1.3) Type of contract

Services

II.1.4) Short description

Trafford Housing Trust (THT) are looking for a single supplier to handle customer calls in relation to new build defects. The successful supplier will liaise with both contractors and sub contractors. They will be required to manage and monitor contractor performance, liaise with customers and THT. Performance reporting and monitoring will be required as well as the ability to provide adhoc / emergency repairs as required.

II.1.5) Estimated total value

Value excluding VAT: £170,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

THT's properties are based in the North West of England. We will require a 4 hour response time for emergency repairs.

II.2.4) Description of the procurement

To provide the above described service to 600+ properties across multiple sites and contractors.

II.2.14) Additional information

Trafford Housing Trust will be hosting some information sessions to help suppliers understand the scope and timescales of this opportunity. If you wish to attend one of these sessions please express an interest to sophie.mills@traffordhousingtrust.co.uk before Friday 23rd April 2021.

Sessions will be held in the last week of April.

II.3) Estimated date of publication of contract notice

3 May 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes