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Contract

Contact Centre Solution 2025-29

Cairn Housing Association

F03: Contract award notice

Notice identifier: 2025/S 000-008169

Procurement identifier (OCID): ocids-h6vhtk-04b390

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Section I: Contracting authority

I.1) Name and addresses

Cairn Housing Association

Bellevue House, 22 Hopetoun Street

Edinburgh

EH7 4GH

Contact

Stephen McDougall

Email

stephen.mcdougall@cairnha.com

Telephone

+44 8009903405

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.cairnha.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA17262

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Solution 2025-29

Reference number

CHG11/24-02

II.1.2) Main CPV code

- 72250000 - System and support services

II.1.3) Type of contract

Services

II.1.4) Short description

Supply of a contact centre solution for an Edinburgh based housing association, including support services. Duration of contract = 4+1+1 years.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Cairn Housing, 22 Hopetoun Street, Edinburgh, EH7 4GH

II.2.4) Description of the procurement

As per appended Invitation to Tender

II.2.5) Award criteria

Quality criterion - Name: Channels and Assisting Customers / Weighting: 20

Quality criterion - Name: Operator UX and Assisting Operatives / Weighting: 20

Quality criterion - Name: Administration and Quality Assurance / Weighting: 20

Quality criterion - Name: Support / Weighting: 5

Quality criterion - Name: Integrations / Weighting: 5

Price - Weighting: 30

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 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-035577](#)

Section V. Award of contract

Contract No

CHG11/24-02

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(SC Ref:792534)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom