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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): ocds-h6vhtk-04b390

Published 6 March 2025, 11:04am

### **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](mailto: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](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

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## **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

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## **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](#)

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## **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)

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## **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