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Contract

New Homes Ombudsman Service

NEW HOMES QUALITY BOARD LIMITED

F03: Contract award notice

Notice identifier: 2022/S 000-008872

Procurement identifier (OCID): ocds-h6vhtk-02b56d

Published 1 April 2022, 3:37pm

Section I: Contracting authority

I.1) Name and addresses

NEW HOMES QUALITY BOARD LIMITED

3 Bunhill Row

LONDON

EC1Y8YZ

Contact

paul price

Email

paul.price@nhqb.org.uk

Telephone

+44 7485599775

Country

United Kingdom

Region code

UKI43 - Haringey and Islington

Internet address(es)

Main address

www.nhqb.org.uk

I.4) Type of the contracting authority

Other type

Private Company

I.5) Main activity

Other activity

Regulatory and Ombudsman

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

New Homes Ombudsman Service

II.1.2) Main CPV code

- 79422000 - Arbitration and conciliation services

II.1.3) Type of contract

Services

II.1.4) Short description

The successful tenderer will be required to establish the NHOS and manage investigations that are referred to it. In addition the NHOS will be expected to provide management information to the NHQB and attend Board meetings to report on its progress. It will also be required to liaise with the house-building industry and promote its services to the industry whilst managing the customer interface

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £7,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKH - East of England

- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

II.2.4) Description of the procurement

to provide a New Homes Ombudsman Service

II.2.5) Award criteria

Quality criterion - Name: Based on responses to a set of questions / Weighting: 80%

Price - Weighting: 20%

II.2.11) Information about options

Options: Yes

Description of options

there is an option to extend the contract at the sole discretion of the NHQB for a further 24 months

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Innovation partnership

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-011771](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Dispute Service

Hemel Hempstead

Country

United Kingdom

NUTS code

- UKH - East of England

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £7,000,000

Total value of the contract/lot: £7,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

New Homes Quality Board

London

Country

United Kingdom