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Tender

Provision of Out of Hours call handling and social media monitoring Framework Services

Hyde Housing Association Ltd

F02: Contract notice

Notice identifier: 2023/S 000-010847

Procurement identifier (OCID): ocids-h6vhtk-03bee9

Published 14 April 2023, 4:25pm

Section I: Contracting authority

I.1) Name and addresses

Hyde Housing Association Ltd

30 Park Street

London

SE1 9EQ

Contact

Tarvinder Bhungle

Email

Tarvinder.Bhungle@hyde-housing.co.uk

Telephone

+44 2073785074

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

IP18195R

Internet address(es)

Main address

<https://www.hyde-housing.co.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67333&B=HYDE-HOUSING

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67333&B=HYDE-HOUSING

Tenders or requests to participate must be submitted to 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

Provision of Out of Hours call handling and social media monitoring Framework Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors.

II.1.5) Estimated total value

Value excluding VAT: £50,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors. The services include, but are not limited to:

- Out of hours / 24/7 emergency repairs call handling in line with Members agreed protocols,
- Anti-social behaviour (ASB) management – managing calls and providing reports,
- Planned and unplanned business continuity planning – to support any planned shut down time, staff training days, scheduled meetings etc. As well as call handling during unplanned periods, system failure etc,
- Contractor management – where required by the Member, allocating repair jobs to contractors in accordance with Member requirements which may include engaging local supply chains.

The Service Provider will generally be required to supply Out of Hours call handling and social media monitoring services subject to project specific requirements under each Call-off Agreement but will primarily cover the services described in this document.

The proposed duration of the Framework is for four (4) years in line with the Public Contracts Regulations 2015. However, each member may enter in a Call-off Agreement under the Framework Agreement which can extend beyond this period.

This ITT seeks to create a framework by inviting proposals in respect of supply of Out of Hours call handling and social media monitoring services.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The framework agreement duration is for 48 months however the Contracting Authority reserves the right to extend the duration of this framework agreement for any period up to a maximum of Twelve (12) months from the expiry of the initial term.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The Framework Value of £50,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 5

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

15 May 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 16 October 2023

IV.2.7) Conditions for opening of tenders

Date

15 May 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: April 2027

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improvingservices/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

The Strand

WC2A 2LL

Telephone

+44 2079477772

Country

United Kingdom