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Contract

ISHA-Out of Hours Call Centre

Islington and Shoreditch Housing Association

F03: Contract award notice

Notice identifier: 2021/S 000-011677

Procurement identifier (OCID): ocids-h6vhtk-028b92

Published 26 May 2021, 8:55am

Section I: Contracting authority

I.1) Name and addresses

Islington and Shoreditch Housing Association

102 Blackstock Road

London

N4 2DR

Contact

Procurement

Email

procurement@effefftee.co.uk

Telephone

+44 1689885080

Fax

+44 1689885081

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

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

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA12961

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

ISHA-Out of Hours Call Centre

Reference number

T1-5642

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The contract is for the provision of Out of Hours call centre services for residential properties owned and managed by Islington and Shoreditch Housing Association. It is intended that the contract will commence in July 2021 and, subject to annual reviews, run for a period of three years with the option for renewal, as decided by ISHA, for an extension of up to a further one year and then an additional one year, subject to satisfactory reviews based upon performance and quality of service and delivery. The maximum duration of the contract is therefore five years.

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: £250,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

North and East London

II.2.4) Description of the procurement

The contract is for the delivery of Out of Hours call centre services for residential properties owned and managed by Islington and Shoreditch Housing Association. It is intended that the contract will commence in July 2021, and subject to annual reviews, run for a period of three years with the option for renewal, as decided by ISHA, for an extension of up to a further one year and then an additional one year, subject to satisfactory reviews based upon performance and quality of service and delivery. The maximum duration of the contract is therefore five years.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

Overflow call handling and ad-hoc call handling during working hours.

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: [2021/S 000-001084](#)

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

12 May 2021

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Orbis Protect Ltd

Beaufort House, , Cricket Field Road

Uxbridge

UB8 1QG

Telephone

+44 1895465500

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.3) Additional information

(MT Ref:222920)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>