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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](mailto: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](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

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## **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

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

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## **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

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## **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](mailto: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>