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Tender

New Homes Ombudsman Service

New Homes Quality Board

F02: Contract notice

Notice identifier: 2021/S 000-011771

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

Published 27 May 2021, 7:55am

Section I: Contracting authority

I.1) Name and addresses

New Homes Quality Board

3rd Floor, 86 - 90 Paul Street

London

EC2A4NE

Contact

paul price

Email

info@nhqb.org.uk

Telephone

+44 7802807734

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.nhqb.org.uk>

Buyer's address

<https://www.nhqb.org.uk>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.nhqb.org.uk/tender/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.nhqb.org.uk/tender/>

I.4) Type of the contracting authority

Other type

Independent consumer body

I.5) Main activity

Other activity

Independent consumer body in the housing sector

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

New Homes Ombudsman Service

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

New Homes Ombudsman Service

II.1.5) Estimated total value

Value excluding VAT: £7,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75123000 - Administrative housing services
- 79422000 - Arbitration and conciliation services

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)

- UKG - West 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

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 housebuilding industry and promote its services to the industry whilst managing the customer interface.

The establishment of a NHOS is a move that has been committed to by Government, and was the number one recommendation made by the All-Party Parliamentary Group in its report (Better redress for homebuyers - June 2018) on the quality and redress issues experienced by customers of new build homes.

The UK Government is supportive of the voluntary proposal being developed and takes into account planned legislative developments, such as the draft Building Safety Bill (July 2020). The NHQB is in discussions with the devolved administrations in Scotland and Wales with a view to ultimately introducing the arrangements on a UK wide basis.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/906737/Draft_Building_Safety_Bill_Web_Accessible.pdf

Should the Building Safety Bill come into legislation as drafted, developers will be required to become, and remain, members of a NHOS.

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: £7,500,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

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

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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.2.3) 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

Innovation partnership

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

21 June 2021

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

28 June 2021

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

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

N/A

N/A

N/A

Country

United Kingdom