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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](mailto: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

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## **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](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

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## **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

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## **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)

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## **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