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Planning

## **OOH Repairs Service & Anti Social Behaviour**

Plymouth Community Homes

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-012397

Procurement identifier (OCID): ocds-h6vhtk-0452c4

Published 16 April 2024, 3:48pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Plymouth Community Homes

Plumer House Tailyour Road

Plymouth

PL6 5DH

#### **Contact**

Procurement

#### **Email**

[ProcurementMailbox@plymouthcommunityhomes.co.uk](mailto:ProcurementMailbox@plymouthcommunityhomes.co.uk)

#### **Telephone**

+44 1752388145

#### **Country**

United Kingdom

**Region code**

UKK41 - Plymouth

**National registration number**

IP030637

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/149347>

**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=80657&B=PCH](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=80657&B=PCH)

Additional information can be obtained from the above-mentioned address

**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**

OOH Repairs Service & Anti Social Behaviour

Reference number

LR/OOHService/024

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

PCH Contact Centre provides a sensitive, efficient and cost effective service, receiving and processing enquires including the following distinct service areas:

i. Repairs

ii. Antisocial Behaviour

The service is made available to PCH customers city- wide, 24 hours a day, 7-days a week, 365 days per year. This wrap around service is designed to respond to emergency situations that may arise at any time day or night.

PCH Housing's Contact Centre is to be supported by an Out of Hours Call Handling Service that shall respond to emergency situations that arise outside of the normal Contact Centre opening hours.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

### **II.2.3) Place of performance**

NUTS codes

- UKK41 - Plymouth

Main site or place of performance

Plymouth

### **II.2.4) Description of the procurement**

PCH Contact Centre provides a sensitive, efficient and cost effective service, receiving and processing enquires including the following distinct service areas:

i. Repairs

ii. Antisocial Behaviour

The service is made available to PCH customers city- wide, 24 hours a day, 7-days a week, 365 days per year. This wrap around service is designed to respond to emergency situations that may arise at any time day or night.

PCH Housing's Contact Centre is to be supported by an Out of Hours Call Handling Service that shall respond to emergency situations that arise outside of the normal Contact Centre opening hours.

The Out of Hours Call Handling Service is to be operational between the hours of 19:59 & 07:01am (Monday to Friday) and between 19:59pm on Fridays through to 07:01am the following Monday morning. The service is further extended to cover all statutory holidays.

This shall include, as well as the out of hours operational requirements, an additional hours of cover for the following exceptional circumstances that may arise:

1. early handover of calls to the Out of Hour's service on Christmas Eve and New Year's Eve (from 12 noon or a time agreed);
2. closure of PCH Contact Centre for staff team briefing sessions (Potentially up to 2 working days a year);
3. closure of PCH Contact Centre for annual staff conference day (1 day);
4. Provide emergency cover in the event of IT failures, Sickness, adverse weather and

office closures. To be mobilised within one hour.

If you have an interest in providing this service, please register your interest at:

[ProcurementMailbox@plymouthcommunityhomes.co.uk](mailto:ProcurementMailbox@plymouthcommunityhomes.co.uk)

### **II.3) Estimated date of publication of contract notice**

1 October 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No