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Tender

Contract

Phoenix Community Housing

F02: Contract notice

Notice identifier: 2021/S 000-012825

Procurement identifier (OCID): ocds-h6vhtk-02b98a

Published 8 June 2021, 2:25pm

Section I: Contracting authority

I.1) Name and addresses

Phoenix Community Housing

The Green Man, 355 Bromley Road

London

SE6 2RP

Contact

Natasha Briscoe

Email

natasha.briscoe@phoenixch.org.uk

Telephone

+44 8000285700

Country

United Kingdom

NUTS code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

www.phoenixch.org.uk/

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

I.4) Type of the contracting authority

Other type

Social Housing provider

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Phoenix are seeking a supplier who can evidence an excellent track record of providing a 'high standard' of call handling expertise, sufficient resource and associated services knowledge to deliver a seamless telephone service OOH to Phoenix's residents (or persons acting on their behalf) outside of Phoenix's normal operating hours. The supplier will contribute to our aim of achieving great resident satisfaction in the upper quartile of our sector and assist us to improve the customer experience to meet the needs of residents. All services will be expected to maintain and demonstrate Phoenix's core values and project a non-judgemental empathetic approach to residents and exhibit a strong understanding of maintaining professional boundaries.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

Main site or place of performance

Service to be provided remotely at provider's own place of operation

II.2.4) Description of the procurement

One stage process, tenders are invited and all documents and schedules to be provided as specified. After close of tender these will be evaluated. There may be interviews with shortlisted bids after which a contract will be awarded.

Response to the brief: (no more than 3 x A4 pages in 12pt font, single spaced in Times New Roman or Arial Font)

Your tender should include the following documents

- 1 Completed invitation to tender document, attached
- 2 How you propose to provide this service
- 3 Proposal in response to this brief including fees for the 4 service including cost breakdowns
- 5 Examples of how you have provided this service for other organisations to include results and outcomes associated with resident satisfaction
- 6 A resource statement including the management structure which is in addition to the brief

Please note we will receive and answer any questions online through Mytenders. Please do not e mail questions directly to Natasha Briscoe or James Peters or any other Phoenix staff.

Please also submit with your tender your policies on the following areas:

- 1 Modern Slavery and Human Trafficking
- 2 Corporate and Social Responsibility Policy
- 3 Anti-bribery and Anti-corruption Policy
- 4 Ethics Policy
- 5 Data and Privacy Policy
- 6 Safeguarding Policy
- 7 Equalities Policy

II.2.5) Award criteria

Quality criterion - Name: Response to brief / Weighting: 20

Quality criterion - Name: Response to questions / Weighting: 20

Quality criterion - Name: Previous experience / Weighting: 20

Quality criterion - Name: Added value / Weighting: 10

Price - Weighting: 30

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 year extension after the third year

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 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

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

12 July 2021

Local time

12:00pm

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

Tender must be valid until: 11 October 2021

IV.2.7) Conditions for opening of tenders

Date

12 July 2021

Local time

12:00pm

Place

Online

Information about authorised persons and opening procedure

Authorised persons only

James Peters and Natasha Briscoe

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=222913.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the

electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:222913)

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>