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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](mailto: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/](http://www.phoenixch.org.uk/)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA22607](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

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## **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

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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

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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: 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

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### **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](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](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](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>