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Planning

Hackney Council - Shoreditch Parkside Development Customer Care Services

London Borough of Hackney

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014414

Procurement identifier (OCID): ocds-h6vhtk-0500e5 ([view related notices](#))

Published 10 April 2025, 10:14pm

Scope

Description

The procurement is for Customer Care Services relating to the Council's Shoreditch Parkside residential development. The initial procurement will be for a period of 2 years from practical completion and will include any mobilisation prior to completion of the residential buildings.

Shoreditch Parkside is a mixed-use scheme located next to Shoreditch Park in the Hoxton area of Shoreditch in the London Borough of Hackney. The scheme is part of a mixed use development, where Hackney Council is the developer, and pertains to the management of the two 20 and 25 storey towers which will accommodate 290 private and 30 shared ownership occupiers. There is one commercial unit at the ground floor of one of the blocks, which will be retained by the Council. Recovery of Service Charge will be direct with private owners, and through Hackney leaseholder services for the shared ownership homes.

The primary role of customer care is to be the customer facing role for the purchasers. The customer care team will assist with the completions processes, undertake key handovers and assist with the move-in process for all residents. They will oversee the

management of all snagging and defects in residents' apartments and will manage the rectification of in-apartment defects through communication channels with the principal contractor and any sub-contractors. It is important to have a well-established CRM system to track, manage and report on all customer experience related issues and tasks. This system will be used for client reporting and further monitor the performance of the customer care team against the pre-determined KPIs.

Customer Care services for the 51 social rent homes which are also being delivered (as two separate blocks) in this masterplan are not included in this tender, and will be managed by Hackney Council as RSL.

Contract dates (estimated)

- 22 September 2025 to 31 July 2028
- Possible extension to 31 July 2029
- 3 years, 10 months, 9 days

Description of possible extension:

The initial period is to cover the two year new home warranty defects period following completion of the final building. This could be extended by up to one year, subject to agreement.

Main procurement category

Services

CPV classifications

- 48445000 - Customer Relation Management software package
- 79342320 - Customer-care services

Contract locations

- UKI41 - Hackney and Newham

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

22 May 2025

Submission type

Requests to participate

Deadline for requests to participate

5 June 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

25 August 2025

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Cost	Price	40%

Procedure

Procedure type

Competitive flexible procedure

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

London

E8 1DY

United Kingdom

Email: procurement.admin@hackney.gov.uk

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government