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Tender

Out of Hours Customer Communication

Stonewater Limited

F02: Contract notice

Notice identifier: 2021/S 000-014862

Procurement identifier (OCID): ocds-h6vhtk-02c181

Published 29 June 2021, 4:15pm

Section I: Contracting authority

I.1) Name and addresses

Stonewater Limited

Suite C, Lancaster House, Grange Business Park, Enderby Road, Whetstone

Leicester

LE8 6EP

Contact

Gregory Savage

Email

gregory.savage@stonewater.org

Telephone

+44 1202319119

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.Stonewater.org

Buyer's address

www.Stonewater.org

I.3) Communication

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

<https://www.delta-esourcing.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Out of Hours Customer Communication

Reference number

00080-CE

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of a customer communication service to answer customers when Stonewater's Customer Contact Center is closed. This includes the answering of customer phone calls that are diverted from Stonewater's Contact line to the Service Provider. It was also include the monitoring of digital communication and where required outbound phone calls. The Service Provider is required to support the customer and capture information which is logged into Stonewater's systems. Where needed Further actions will be raised by the Service Provider.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services
- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Out of Hours Communication services, customer services for Stonewater customers when the contact center is closed.

II.2.5) Award criteria

Quality criterion - Name: Technical Questions / Weighting: 60

Cost criterion - Name: Pricing Schedule / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £200,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/2M6628T2Q7>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

An understanding of customer service requirements within the housing sector and fluent English speaking operators.

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

Restricted 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

31 July 2021

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

1 September 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: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 4 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Leicester:-Telephone-answering-services./2M6628T2Q7>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/2M6628T2Q7>

GO Reference: GO-2021629-PRO-18479351

VI.4) Procedures for review

VI.4.1) Review body

Stonewater Ltd

Suite C, Lancaster House, Grange Business Park, Enderby Road

Leicester

LE8 6EP

Email

gregory.savage@stonewater.org

Country

United Kingdom

Internet address

www.Stonewater.org

VI.4.2) Body responsible for mediation procedures

Stonewater Ltd

Suite C, Lancaster House, Grange Business Park, Enderby Road

Leicester

LE8 6EP

Email

gregory.savage@stonewater.org

Country

United Kingdom

Internet address

www.Stonewater.org

VI.4.4) Service from which information about the review procedure may be obtained

Stonewater Ltd

Suite C, Lancaster House, Grange Business Park, Enderby Road

Leicester

LE8 6EP

Email

gregory.savage@stonewater.org

Country

United Kingdom

Internet address

www.Stonewater.org