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Tender

## **ID 4779419 - DfC - Housing Supply - Landlord Helpline Service**

Department for Communities

F02: Contract notice

Notice identifier: 2023/S 000-018492

Procurement identifier (OCID): ocds-h6vhtk-03dd6a

Published 29 June 2023, 10:29am

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

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

Department for Communities

Causeway Exchange, 1-7 Bedford Street

BELFAST

BT2 7EG

#### **Contact**

SSDAdmin.CPDfinance-ni.gov.uk

#### **Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://etendersni.gov.uk>

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**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

ID 4779419 - DfC - Housing Supply - Landlord Helpline Service

Reference number

4779419

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

- 79140000 - Legal advisory and information services

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

Services

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

The contract is to provide a helpline service offering free, confidential, impartial advice and information to registered landlords and potential landlords on compliance issues and good practice relating to private renting in NI. The advice line will only be available to landlords/potential landlords within NI and for those landlords who reside outside of NI who are currently renting properties within NI. Further details are provided in the Specification Schedule.

#### **II.1.5) Estimated total value**

Value excluding VAT: £210,000

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

This contract is divided into lots: No

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

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 64222000 - Teleworking services
- 72590000 - Computer-related professional services

- 79315000 - Social research services
- 64216100 - Electronic message services
- 79510000 - Telephone-answering services
- 79512000 - Call centre

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

NUTS codes

- UKN - Northern Ireland

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

The contract is to provide a helpline service offering free, confidential, impartial advice and information to registered landlords and potential landlords on compliance issues and good practice relating to private renting in NI. The advice line will only be available to landlords/potential landlords within NI and for those landlords who reside outside of NI who are currently renting properties within NI. Further details are provided in the Specification Schedule.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £210,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There shall be two optional extension periods of 12 months

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

There shall be two optional extension periods of 12 months

### **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.1.3) 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: Yes

### **IV.2) Administrative information**

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

Date

2 August 2023

Local time

3:00pm

#### **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: 31 October 2023

#### **IV.2.7) Conditions for opening of tenders**

Date

2 August 2023

Local time

3:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Contractors not delivering on contract requirements. is a serious matter. It means the public purse is not getting what it is paying for. If.. a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified.. time, they still fail to reach satisfactory levels of contract. performance, the matter will be escalated to senior management in CPD for.. further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be.. regarded as an act of grave professional misconduct and they may be issued with a Notice of Unsatisfactory Performance and the. their. place on the contract may be terminated. The issue of a Notice of unsatisfactory Performance will result in the contractor being. excluded. from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the. Northern. Ireland Procurement Policy for a period of twelve months from the date of issue of the Notice.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Any challenges are dealt with by the High Court Commercial Division to which proceedings may be issued regarding alleged breaches of the Public Contracts Regulations

UK

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 (as amended). and. where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of. contract is communicated to tenderers. That notification will provide full information on on the award decision.

