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Tender

## **Cab and Courier Services**

Notting Hill Genesis

F02: Contract notice

Notice identifier: 2021/S 000-018505

Procurement identifier (OCID): ocds-h6vhtk-02cfb7

Published 2 August 2021, 6:14pm

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

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

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

#### **Contact**

Irene Celis and Chris Brown

#### **Email**

[irene.celis@nhg.org.uk](mailto:irene.celis@nhg.org.uk)

#### **Telephone**

+44 738263733

#### **Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

<https://www.nhg.org.uk/>

**I.3) Communication**

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

[www.delta-esourcing.com](http://www.delta-esourcing.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

**I.4) Type of the contracting authority**

Other type

Housing Association

**I.5) Main activity**

Housing and community amenities

## **Section II: Object**

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

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

Cab and Courier Services

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

- 64120000 - Courier services

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

Services

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

Notting Hill Genesis are seeking a single provider of both Cab and Courier services.

We require service providers to be able to operate across all inner and outer London Boroughs, where the majority of our requirements take place. Some occasional requirements take place further afield, for example as far Essex or Birmingham. NHG would require assurance ad hoc locations can be reached

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

Value excluding VAT: £480,000

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

This contract is divided into lots: No

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

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

- 60120000 - Taxi services

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

### OVERVIEW OF SPECIFICATION

NHG are seeking to establish a single service provider for the provision of both Cab and Courier services.

We require service providers to be able to operate across all inner and outer London Boroughs, where the majority of our requirements take place. Some occasional requirements take place further afield, for example as far Essex or Birmingham. NHG would require assurance ad hoc locations can be reached.

### COURIERS

NHG courier a range of items between our sites and schemes, as well as employee's homes. The span of items include but are not limited to; PPE, starters and leavers equipment, sensitive documentation, keys, office furniture/equipment.

We often require the following options to courier items; Bike, Small Vans with express options. Additionally; Transit and Luton vehicles, with the option to book an additional driver's mate to assist with pickups and transport e.g. if we are moving substantial equipment between offices. We also regularly need same day or overnight couriers, inside and out of London.

### CAB SERVICES

These services are generally for employees to get between sites/schemes/offices, or as part of extensive travel for work purposes, for residents and committee members.

These services can be limited in comparison to courier services we utilise, with the exception of the needs for transport for employees at our extra care sites on Christmas Day and Boxing Day, when public transport is closed or limited. Last year, 283 were recorded over this two day festive period.

We generally require the following vehicle types; Executive Passenger Car, People Carrier/MPV, Disabled Access Vehicles. We may well need on rare occasions, access to mini buses / a coach.

### REQUIREMENTS COVERING BOTH SERVICES:

- An easy booking system with a range of booking options; phone, email, online portal,

app. The business are considering a more digitalised approach to booking going forward. The presentation stage will be an opportunity to have clarified visibility of the digital booking options

- Reference numbers/confirmation of booking supplied
- Quick turnaround for urgent circumstances
- Positive customer service – professional, clear escalation procedure / complaints handling process
- Potential for two or more internal departments to book services, of which authorised users would be confirmed in advance. Currently bookings are mainly done through our Business Services Department. NHG are interested in trialling business wide user access for bookings, at some point during the contract duration. This underpins NHG's commitment to exploring the benefits of digitalisation. NHG are looking for a service provider who could accommodate and support this trial approach.
- The service provider would be provided with our extensive list of cost centres. When booking, the booker would confirm a valid cost centre, of which the service provider can check from the list and record against the booking

#### INVOICING:

- oAn option to have a bulk invoice provided at the end of each month, accompanied with an Excel schedule of cost codes against the fees, so they can be cross charged out internally
- oRequirement of valid cost code before booking can be processed
- oSupplier to have a list of valid cost codes and be able to add/delete/change at our request
- oA named contact for accounts in case of issues

#### **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: £480,000

### **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

This contract will have the option to extend twice, each by a period of 12 months.

### **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

3 September 2021

Local time

5:00pm

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

3 September 2021

Local time

5:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2-4 years

## **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

This tender is anticipated to be released on 03/08/2021.

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-London:-Courier-services./57YG2V66AU>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/57YG2V66AU>

GO Reference: GO-202182-PRO-18668134

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

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

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Country

United Kingdom

