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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

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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

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

<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

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

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

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

