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Tender

## **Out of Hours Call Handling Service (2023)**

London Borough of Hackney

F02: Contract notice

Notice identifier: 2023/S 000-022594

Procurement identifier (OCID): ocids-h6vhtk-03ecbf

Published 3 August 2023, 12:43pm

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

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

London Borough of Hackney

Hackney Service Centre, 1 Hillman Street

Hackney

E8 1DY

#### **Contact**

LBH Imoudu Idornigie

#### **Email**

[imoudu.idornigie@hackney.gov.uk](mailto:imoudu.idornigie@hackney.gov.uk)

#### **Telephone**

+44 2083563000

#### **Country**

United Kingdom

**Region code**

UKI4 - Inner London – East

**Internet address(es)**

Main address

<http://www.hackney.gov.uk>

Buyer's address

<http://www.hackney.gov.uk>

**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://procontract.due-north.com/Advert/Index?advertId=e37dfc1e-1e2a-ee11-8123-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=e37dfc1e-1e2a-ee11-8123-005056b64545>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Out of Hours Call Handling Service (2023)

Reference number

DN671927

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

- 79342320 - Customer-care services

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

Services

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

The Council requires a supplier with an excellent track record of providing a high standard of call handling and associated services relevant to the scope of the specification. The supplier will be able to demonstrate their experience and ability in delivering such requirements to other similar customers in the UK, comparative to the size and complexity of the customer. Managing telephone calls from callers outside of the Councils operating hours in addition to possible emergency response.

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

Value excluding VAT: £740,000

#### **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

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

NUTS codes

- UKI4 - Inner London – East

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

The Council requires a supplier with an excellent track record of providing a high standard of call handling and associated services relevant to the scope of the specification. The supplier will be able to demonstrate their experience and ability in delivering such requirements to other similar customers in the UK, comparative to the size and complexity of the customer. Managing telephone calls from callers outside of the Councils operating hours in addition to possible emergency response.

#### **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: £740,000

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

Start date

31 December 2023

End date

1 January 2026

This contract is subject to renewal

Yes

Description of renewals

2 yrs +1 +1

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

Variants will be accepted: No

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

Options: No

### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

### **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 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

6 September 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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

Date

6 September 2023

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

Hackney Council

London

Country

United Kingdom