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Contract

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

Department for Communities

F03: Contract award notice

Notice identifier: 2023/S 000-024185

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

Published 17 August 2023, 1:59pm

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £209,992.79

### **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

Main site or place of performance

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**

Quality criterion - Name: Service Delivery Model / Weighting: 31.5

Quality criterion - Name: Key Account Manager / Weighting: 10.5

Quality criterion - Name: Contract Management / Weighting: 10.5

Quality criterion - Name: Social Value / Weighting: 10.5

Quality criterion - Name: Data Protection / Weighting: 7

Cost criterion - Name: Total Contract Price/Cost / Weighting: 30

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

Options: Yes

Description of options

There shall be two optional extension periods of 12 months, each subject to a review of the level of demand, satisfactory performance and budgetary provision to transfer the registration of landlords to local councils.

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-018492](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

ID 4779419 DFC - Housing Supply - Landlord Helpline Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 August 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

HOUSING RIGHTS SERVICE

4Th Floor Middleton Building

BELFAST

BT1 2BA

Email

[nicole@housingrights.org.uk](mailto:nicole@housingrights.org.uk)

Telephone

+44 2890245640

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £210,000

Total value of the contract/lot: £209,992.79

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## **Section VI. Complementary information**

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

The successful Contractor's performance on this Contract will be managed as per the specification and conditions of contract.. 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 this.. Contract may be terminated. A central register of such Notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of a Notice of Unsatisfactory Performance will be required to declare this in future tender submissions for a period of three years from the date of issue of the Notice. It may also 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

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

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended

UK

Country

United Kingdom