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Tender

Out of Hours Call Centre Services

B3 Living

F02: Contract notice

Notice identifier: 2021/S 000-025423

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

Published 12 October 2021, 9:15am

Section I: Contracting authority

I.1) Name and addresses

B3 Living

Scania House, 17 Amwell Street, Hoddesdon

Hoddesdon

EN118TS

Contact

Simon Callier

Email

simon.callier@b3living.org.uk

Telephone

+44 1992453700

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

National registration number

29876R

Internet address(es)

Main address

www.b3living.org.uk

I.3) Communication

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

https://www.delta-esourcing.com/tenders/UK-UK-Hoddesdon:-Call-centre./264DKE98YA

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

Regional or local Agency/Office

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Out of Hours Call Centre Services

II.1.2) Main CPV code

• 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

B3Living is seeking to award a Framework Agreement to a single Supplier for the provision of Out of Hours Call Centre Services as described within this Invitation to Tender (ITT): the scope will be as described within the specification in Part B of the ITT and the pricing template (Part E of the ITT) is reflective of the anticipated demand.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

II.2.4) Description of the procurement

B3Living is seeking to award a Framework Agreement to a single Supplier for the

provision of Out of Hours Call Centre Services as described within this Invitation to Tender (ITT): the scope will be as described within the specification in Part B of the ITT and the pricing template (Part E of the ITT) is reflective of the anticipated demand.

II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

No

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

II.2.14) Additional information

To respond to this opportunity please click here: https://www.delta-esourcing.com/respond/264DKE98YA

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

30 November 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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 November 2021

Local time

5:00pm

Place

Hertfordshire

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

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-Hoddesdon:-Call-centre./264DKE98YA

To respond to this opportunity, please click here:

https://www.delta-esourcing.com/respond/264DKE98YA

GO Reference: GO-20211012-PRO-19060109

VI.4) Procedures for review

VI.4.1) Review body

B3 Living

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Hoddesdon

EN11 8TS

Email

simon.callier@b3living.org.uk

Country

United Kingdom