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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): ocids-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

EN11 8TS

#### **Contact**

Simon Callier

#### **Email**

[simon.callier@b3living.org.uk](mailto: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](http://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

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## **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>

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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

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

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## **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

Scania House, 17 Amwell Street, Hoddesdon

Hoddesdon

EN11 8TS

Email

[simon.callier@b3living.org.uk](mailto:simon.callier@b3living.org.uk)

Country

United Kingdom