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Contract

Contract

Phoenix Community Housing

F03: Contract award notice

Notice identifier: 2021/S 000-025983

Procurement identifier (OCID): ocids-h6vhtk-02b98a

Published 18 October 2021, 4:14pm

Section I: Contracting authority

I.1) Name and addresses

Phoenix Community Housing

The Green Man, 355 Bromley Road

London

SE6 2RP

Contact

Natasha Briscoe

Email

natasha.briscoe@phoenixch.org.uk

Telephone

+44 8000285700

Country

United Kingdom

NUTS code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

<http://www.phoenixch.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

I.4) Type of the contracting authority

Other type

Social Housing provider

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Phoenix are seeking a supplier who can evidence an excellent track record of providing a 'high standard' of call handling expertise, sufficient resource and associated services knowledge to deliver a seamless telephone service OOH to Phoenix's residents (or persons acting on their behalf) outside of Phoenix's normal operating hours. The supplier will contribute to our aim of achieving great resident satisfaction in the upper quartile of our sector and assist us to improve the customer experience to meet the needs of residents. All services will be expected to maintain and demonstrate Phoenix's core values and project a non-judgemental empathetic approach to residents and exhibit a strong understanding of maintaining professional boundaries.

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: £48,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

Main site or place of performance

Service to be provided remotely at provider's own place of operation

II.2.4) Description of the procurement

One stage process, tenders are invited and all documents and schedules to be provided as specified. After close of tender these will be evaluated. There may be interviews with shortlisted bids after which a contract will be awarded.

Response to the brief: (no more than 3 x A4 pages in 12pt font, single spaced in Times New Roman or Arial Font)

Your tender should include the following documents

- 1 Completed invitation to tender document, attached
- 2 How you propose to provide this service
- 3 Proposal in response to this brief including fees for the 4 service including cost breakdowns
- 5 Examples of how you have provided this service for other organisations to include results and outcomes associated with resident satisfaction
- 6 A resource statement including the management structure which is in addition to the brief

Please note we will receive and answer any questions online through Mytenders. Please do not e mail questions directly to Natasha Briscoe or James Peters or any other Phoenix staff.

Please also submit with your tender your policies on the following areas:

- 1 Modern Slavery and Human Trafficking
- 2 Corporate and Social Responsibility Policy
- 3 Anti-bribery and Anti-corruption Policy
- 4 Ethics Policy
- 5 Data and Privacy Policy
- 6 Safeguarding Policy

7 Equalities Policy

II.2.5) Award criteria

Quality criterion - Name: Response to brief / Weighting: 20

Quality criterion - Name: Response to questions / Weighting: 20

Quality criterion - Name: Previous experience / Weighting: 20

Quality criterion - Name: Added value / Weighting: 10

Price - Weighting: 30

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 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-012825](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 October 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

NPA

Hyefield House, 36 Hagley Road, Halesowen, , West Midlands.

Halesowen

B63 4RH

Telephone

+44 3333230260

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £48,000

Section VI. Complementary information

VI.3) Additional information

(MT Ref:224205)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>