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Tender

Britannia Phase 2b - Shoreditch Parkside Customer Care Services

London Borough of Hackney

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-028866

Procurement identifier (OCID): ocds-h6vhtk-0500e5 ([view related notices](#))

Published 30 May 2025, 3:16pm

Scope

Reference

DN775680

Description

The procurement is for Customer Care Services relating to the Council's Shoreditch Parkside residential development. The initial procurement will be for a period of 2 years from practical completion of the first residential block to handover and will include a 6 month mobilisation prior to completion of the first residential building.

Shoreditch Parkside is a mixed-use scheme located next to Shoreditch Park in the Hoxton area of Shoreditch in the London Borough of Hackney. The scheme is part of a mixed use development, where Hackney Council is the developer, and pertains to the management of the two 20 and 25 storey towers which will accommodate 290 private and 30 shared ownership occupiers. There is one commercial unit at the ground floor of one of the blocks, which will be retained by the Council.

The primary role of customer care is to be the customer facing role for the purchasers.

The customer care team will assist with the completions processes, undertake key handovers and assist with the move-in process for all residents. They will oversee the management of all snagging and defects in residents' apartments and will manage the rectification of in-apartment defects through communication channels with the principal contractor and any sub-contractors. It is important to have a well-established CRM system to track, manage and report on all customer experience related issues and tasks. This system will be used for client reporting and further monitor the performance of the customer care team against the pre-determined KPIs.

Customer Care services for the 51 social rent homes which are also being delivered (as two separate blocks) in this masterplan are not included in this tender, and will be managed by Hackney Council as RSL.

Total value (estimated)

- £750,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 22 October 2025 to 21 April 2028
- Possible extension to 21 April 2029
- 3 years, 6 months

Description of possible extension:

Option to extend for 12 months.

Main procurement category

Services

CPV classifications

- 48445000 - Customer Relation Management software package
- 79342320 - Customer-care services

Contract locations

- UKI41 - Hackney and Newham

Participation

Legal and financial capacity conditions of participation

Suppliers are required to respond to the Conditions of Participation set out in the Project Specific Questionnaire, which cover Financial Capacity, Legal Capacity, Technical Ability, and Additional Questions (e.g. data processing). In addition to providing details of three relevant contracts, suppliers are required to respond to 3 Project Specific Questions. These questions will be scored, based on the weightings provided, in order to select the top 4 scoring bidders to be invited to tender.

Technical ability conditions of participation

Suppliers are required to respond to the Conditions of Participation set out in the Project Specific Questionnaire, which cover Financial Capacity, Legal Capacity, Technical Ability, and Additional Questions (e.g. data processing). In addition to providing details of three relevant contracts, suppliers are required to respond to 3 Project Specific Questions. These questions will be scored, based on the weightings provided, in order to select the top 4 scoring bidders to be invited to tender.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

13 June 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

20 June 2025, 12:00pm

Submission address and any special instructions

Tenders will require to be submitted via the Council's nominated e-tendering portal (anticipated to be ProContract). Suppliers are advised to register if they are not already signed up to this portal. Registration is free.

<https://procontract.due-north.com/SupplierRegistration/Register>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Maximum 4 suppliers

Selection criteria:

Suppliers are required to respond to the Conditions of Participation set out in the Project Specific Questionnaire, which cover Financial Capacity, Legal Capacity, Technical Ability, and Additional Questions (e.g. data processing). In addition to providing details of three relevant contracts, suppliers are required to respond to 3 Project Specific Questions. These questions will be scored, based on the weightings provided, in order to select the top 4 scoring bidders to be invited to tender.

Award decision date (estimated)

8 September 2025

Award criteria

| Name | Type | Weighting |
|-------------|-------------|------------------|
| Quality | Quality | 60% |
| Price | Price | 40% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Hackney Council has designed this Procurement Process to utilise the option to limit the number of Participating Suppliers.

Hackney Council will invite up to 4 Suppliers to submit Tenders. This limit ensures a manageable and proportionate process while maintaining adequate competition.

In the event that there are no Suppliers/or only one Supplier who is deemed suitable, Hackney Council reserves the rights to abandon this Procurement Process and make a Direct Award under Schedule 5(6) PA23 and publish the relevant notices.

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

London

E8 1DY

United Kingdom

Contact name: Mr Giles Bartlett

Email: giles.bartlett@hackney.gov.uk

Website: <https://hackney.gov.uk/tenders>

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government