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Tender

## **Provision of Out of Hours Telephone Service**

Aster Group Limited

F02: Contract notice

Notice identifier: 2024/S 000-031298

Procurement identifier (OCID): ocds-h6vhtk-04a474

Published 1 October 2024, 10:52am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Aster Group Limited

Sarson Court, Horton Avenue, Devizes, Wiltshire SN10 2AZ

Devizes

SN10 2AZ

#### **Contact**

Isabelle Anderson

#### **Email**

[aster.procurement@aster.co.uk](mailto:aster.procurement@aster.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.aster.co.uk](http://www.aster.co.uk)

**I.3) Communication**

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

<https://in-tendhost.co.uk/aster.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/aster.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**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**

Provision of Out of Hours Telephone Service

Reference number

AG - 0580 - 2020

**II.1.2) Main CPV code**

- 79512000 - Call centre

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This is a requirement for the provision of an out of hours telephone service for Aster Group Ltd. The function of the Aster Contact Centre and service hubs is to handle customer information regarding property repairs and distribute the work to the appropriate in-house trade operative and/or external contractors, within working hours which is Monday - Friday 08:00 - 17:00. Therefore, outside these working hours, including bank holidays, technical downtime, team meetings and collaborative calls, customers wishing to contact Aster regarding emergencies will be routed to the out of hours provider.

**II.1.5) Estimated total value**

Value excluding VAT: £792,000

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description****II.2.2) Additional CPV code(s)**

- 79512000 - Call centre
- 79342300 - Customer services
- 32552120 - Emergency telephones
- 79511000 - Telephone operator services
- 64214200 - Telephone switchboard services

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

Please see tender documents

#### **II.2.4) Description of the procurement**

Please see tender documents

#### **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**

Start date

28 April 2025

End date

27 April 2034

This contract is subject to renewal

Yes

Description of renewals

Please see the tender documents.

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see tender documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

31 October 2024

Local time

12:00pm

#### **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: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

31 October 2024

Local time

12:00pm

Place

Please see tender documents.

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Royal Courts of Justice

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Please see tender documents