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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

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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

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

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.

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