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Planning

Out of Hours Call Handling and Social Media Monitoring Services

Out of Hours Call Handling and Social Media Monitoring Services

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2021/S 000-032491

Procurement identifier (OCID): ocids-h6vhtk-030662

Published 30 December 2021, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Out of Hours Call Handling and Social Media Monitoring Services

30 Park Street

London

SE1 9EQ

Contact

Tarvinder Bhungle

Email

procurementhelpdesk@hyde-housing.co.uk

Telephone

+44 2032072754

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

Hyde Housing Association (The Hyde Group)

Internet address(es)

Main address

<https://hyde.delta-esourcing.com/delta/mainMenu.html>

Buyer's address

<https://hyde.delta-esourcing.com/delta/mainMenu.html>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

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

Out of Hours Call Handling and Social Media Monitoring Services

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

This Prior Indicative Notice is to advertise Hyde Housing Association's intention to invite tenders for the provision of an out of hours telephone call handling and social media monitoring service via a framework to be created by Hyde resultant from the invitation to tender expected to be published during the remainder of 2022.

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Prior Indicative Notice is to advertise Hyde Housing Association's intention to invite

tenders for the provision of an out of hours telephone call handling and social media monitoring service via a framework to be created by Hyde resultant from the invitation to tender expected to be published during the remainder of 2022.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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

This PIN is to advertise Hyde Housing Association's intention to invite tenders for the provision of an out of hours telephone call handling and social media monitoring service via a framework to be created by Hyde resultant from the invitation to tender expected to be published during the remainder of 2022.

II.3) Estimated date of publication of contract notice

1 February 2022

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

As stated in the ITT document pack

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

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

As stated in the ITT document pack

III.2.2) Contract performance conditions

As stated in the ITT document pack

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

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

To view this notice, please click here:

<https://hyde.delta-esourcing.com/delta/viewNotice.html?noticeId=653322975>

GO Reference: GO-20211223-PRO-19436490

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom