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Tender

## **Incommunities - Out of Hours Responsive Repairs Call Handling Service**

Incommunities Group Ltd

F02: Contract notice

Notice identifier: 2023/S 000-033673

Procurement identifier (OCID): ocds-h6vhtk-0419c1

Published 14 November 2023, 3:54pm

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

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

Incommunities Group Ltd

at The Quays, Victoria Street, Shipley, West Yorkshire

Shipley

BD17 7BN

#### **Contact**

Kathryn Irons

#### **Email**

[kirons@pfh.co.uk](mailto:kirons@pfh.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKE - Yorkshire and the Humber

**Internet address(es)**

Main address

<https://www.incommunities.co.uk/>

Buyer's address

<https://in-tendhost.co.uk/procurementforhousing>

**I.3) Communication**

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

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

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**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Incommunities - Out of Hours Responsive Repairs Call Handling Service

Reference number

PfHCon/00000608

#### **II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Incommunities wish to appoint an experienced service provider to provide out of hours call handling and call handling at other times as specified by Incommunities. Full details related to the scope of services to be procured are included within Document B – Tender Requirements and Specification. It is intended that the contract will run for an initial term of 2 years, extendable for a further term of 2 years by annual extensions - The contracts value stated are inclusive of full track term and contract extensions.

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKE - Yorkshire and the Humber

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

As per section — II.1.4

### **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**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

It is intended that the contract will run for an initial term of 2 years, extendable for a further term of 2 years by annual extensions. Any extension will be subject to satisfactory performance.

### **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

Selection Criteria as set out in the Procurement Documentation

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

List and brief description of selection criteria

As set out in the Procurement Documentation

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

List and brief description of selection criteria

As set out in the Procurement Documentation

Minimum level(s) of standards possibly required

As set out in the Procurement Documentation

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As stated in the Procurement Documentation

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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

14 December 2023

Local time

4:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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

Date

14 December 2023

Local time

4:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Electronic ordering will be used

## **VI.3) Additional information**

Twenty years ago, Incommunities Group was formed as Bradford Community Housing Trust (BCHT), providing housing management services for the stock transferred from Bradford Metropolitan District Council's ownership, following a ballot of residents. Combined Incommunities Group has 22,300 rented and leaseholder properties within their stock across North, West and South Yorkshire. Incommunities is the biggest social landlord in the Bradford District and the Huddersfield-based Sadeh Lok is a traditional BME Housing Association formed in 1988. They laid strong foundations in 2003 and over the last 20 years, the organisation has undergone significant change, investing, modernising and building new homes. Incommunities have become a multi-award-winning business recognised locally, regionally and nationally, successfully developing and rebranding the business. Its partnership with Sadeh Lok in April 2015 has further grown the business and strengthened its strategic operations. For further details regarding Incommunities Group, please log onto the website [www.incommunities.co.uk](http://www.incommunities.co.uk).

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

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

Procurement for Housing

Warrington

WA2 0YL

Email

[kirons@pfh.co.uk](mailto:kirons@pfh.co.uk)

Telephone

+44 7973484324

Country

United Kingdom