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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): ocids-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

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

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

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

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

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.

VI.4) Procedures for review

VI.4.1) Review body

Procurement for Housing

Warrington

WA2 0YL

Email

kirons@pfh.co.uk

Telephone

+44 7973484324

Country

United Kingdom