

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036805-2024>

Tender

Call Monitoring Services

Housing 21

F02: Contract notice

Notice identifier: 2024/S 000-036805

Procurement identifier (OCID): ocids-h6vhtk-042a33

Published 14 November 2024, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Housing 21

51-53 Hagley Road, Birmingham, B16 8TP

Birmingham

B16 8TP

Contact

Oliver Butts

Email

procurementteam@housing21.org.uk

Telephone

+44 7759133400

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.housing21.org.uk>

Buyer's address

<https://www.housing21.org.uk>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Birmingham:-Call-centre./XVS8E57444>

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

Call Monitoring Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Housing 21 are looking to award a contractor to provide a Call Monitoring service via a Restricted Tender process. In addition Housing 21 may also want to include an out of hours responsive repairs handling service to be included. This contract is for a period of 5 years with an option 2 years + 2 years + 1 year.

Deadline for SQ Response Monday 16th December 2024 at 12 noon.

Access Code : XVS8E57444

II.1.5) Estimated total value

Value excluding VAT: £15,000,000

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

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

Housing 21 are looking to award a contractor to provide a Call Monitoring service via a Restricted Tender process. In addition Housing 21 may also want to include an out of hours responsive repairs handling service to be included. This contract is for a period of 5 years with an option 2 years + 2 years + 1 year.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Pricing / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £15,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

24 months + 24 months + 12 months

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

Housing 21 reserves the right to invite more than three of the highest scoring bids at SQ stage, through to the ITT stage, depending on the SQ competition outcome. Please note this number may vary.

Companies must score a minimum of 2 and above on each weighted question in Section 8 and Pass ALL of the Pass/Fail questions to be considered for invitation to ITT stage.

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.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-000001](#)

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

Date

16 December 2024

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Birmingham:-Call-centre./XVS8E57444>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/XVS8E57444>

GO Reference: GO-20241114-PRO-28522329

VI.4) Procedures for review

VI.4.1) Review body

Housing 21

51-53 Hagley Road, Birmingham, B16 8TP

Birmingham

B16 8TP

Email

oliver.butts@housing21.org.uk

Telephone

+44 7759133400

Country

United Kingdom