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Contract

Provision of Out of Hours call handling and social media monitoring Framework Services

Hyde Housing Association Ltd

F03: Contract award notice

Notice identifier: 2023/S 000-036947

Procurement identifier (OCID): ocds-h6vhtk-03bee9

Published 15 December 2023, 12:20pm

Section I: Contracting authority

I.1) Name and addresses

Hyde Housing Association Ltd

30 Park Street

London

SE1 9EQ

Contact

Tarvinder Bhungle

Email

Tarvinder.Bhungle@hyde-housing.co.uk

Telephone

+44 2073785074

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

IP18195R

Internet address(es)

Main address

<https://www.hyde-housing.co.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

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 call handling and social media monitoring Framework Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

****THIS CONTRACT HAS BEEN AWARDED AND THIS IS A CONTRACT AWARD NOTICE**** It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £50,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

****THIS CONTRACT HAS BEEN AWARDED AND THIS IS A CONTRACT AWARD NOTICE**** It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors. The services include, but are not limited to:

- Out of hours / 24/7 emergency repairs call handling in line with Members agreed protocols,
- Anti-social behaviour (ASB) management – managing calls and providing reports,
- Planned and unplanned business continuity planning – to support any planned shut down time, staff training days, scheduled meetings etc. As well as call handling during unplanned periods, system failure etc,
- Contractor management – where required by the Member, allocating repair jobs to contractors in accordance with Member requirements which may include engaging local supply chains.

The Service Provider will generally be required to supply Out of Hours call handling and social media monitoring services subject to project specific requirements under each Call-off Agreement but will primarily cover the services described in this document.

The proposed duration of the Framework is for four (4) years in line with the Public Contracts Regulations 2015. However, each member may enter in a Call-off Agreement under the Framework Agreement which can extend beyond this period.

This ITT seeks to create a framework by inviting proposals in respect of supply of Out of Hours call handling and social media monitoring services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

II.2.14) Additional information

The Framework Value of £50,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

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: [2023/S 000-010847](#)

Section V. Award of contract

Contract No

1

Title

Provision of Out of Hours call handling and social media monitoring Framework Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2023

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

CAREIUM UK LIMITED

Blackburn

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04133585

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

NATIONWIDE PROPERTY ASSISTANCE LTD

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08964573

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

EASTVANTAGE BUSINESS SOULTIONS INC

Hong Kong

Country

China

NUTS code

- CN - China

The contractor is an SME

No

V.2.3) Name and address of the contractor

RESPONSE TEAM 247 LIMITED

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

13522163

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £50,000,000

Total value of the contract/lot: £50,000,000

Section VI. Complementary information

VI.3) Additional information

****THIS CONTRACT HAS BEEN AWARDED AND THIS IS A CONTRACT AWARD NOTICE****
Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improving-services/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

The Strand

WC2A 2LL

Telephone

+44 2079477772

Country

United Kingdom