

United Kingdom-Derby: Call centre
OJ S 49/2020 10/03/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Futures Housing Group
Postal address: Asher Lane, Ripley
Town: Derby
NUTS code: UKF East Midlands (England)
Postal code: DE5 3SW
Country: United Kingdom
E-mail: procurementteam@futureshg.co.uk
Telephone: +44 3004562531

Internet address(es):

Main address: www.procuringourfutures.co.uk
Address of the buyer profile: https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA15821

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.procuringourfutures.co.uk
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: www.procuringourfutures.co.uk

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

OOH Call Handling and Telecare Monitoring Service
Reference number: FH321

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Futures Housing Group is looking to appoint a provider to manage our out of hours call handling and telecare response call monitoring service for a period of 3 years with the option to extend for a further 2 years. This Tender has two lots to consider as described below:

Lot 1: Work Stream OOH and Call Monitoring Service,

Lot 2: Work Stream Warden Call Monitoring Service.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Out of Hours Call Handling Service

Lot No: 1

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKF East Midlands (England)

Main site or place of performance: Derbyshire.

II.2.4. Description of the procurement

- cover all our out of hours telephone calls and to help our tenants make safe;
- available 24 hours a day, 365 days a year;
- must be TSA accredited platinum standard or equivalent;
- must have a robust disaster recovery process;
- carry out diagnostics and soft fixes;
- achieve 85 % service level (calls answered in under 60 seconds);
- archive under 5 % abandonment rate;
- daily incident log provided by 9 a.m. each working day;
- manage serious incidents in line with agreed FHG procedures;
- provide a local call rate number to ensure affordability for customers.
(premium rate numbers are unacceptable)

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

3 years with the option to extend for a further 2 years.

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Telecare Response Call Monitoring Service
Lot No: 2

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKF East Midlands (England)
Main site or place of performance: Derbyshire.

II.2.4. Description of the procurement

- must be accredited under the TSA quality standards framework (or equivalent);
- compatibility of monitoring centre to receive digital calls;
- must support GPS tracking and other tracking devices;
- support remote programming of devices if required;
- must have a robust disaster recovery process;
- ensure customer personal information is updated as requested by customers or FHG, this may also include updating device ID's;
- set up and monitor temporary solutions in the event of hardwired/integrated device faults;
- provide daily fault reports where external contractors have been requested to attend both during office hours and out of hours.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

3 years with the option to extend for a further 2 years.

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

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:
As described within the ITT documents.

III.1.3. Technical and professional ability

List and brief description of selection criteria:
As described within the ITT documents.

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

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: 08/04/2020 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 08/04/2020 Local time: 14:00

Place:

At our Offices, Derbyshire.

Information about authorised persons and opening procedure: Executive Director of Finance.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

(MT Ref:219189)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Public Procurement Review Service

Postal address: Cabinet Office

Town: London

Country: United Kingdom

E-mail: publicprocurementreview@cabinetoffice.gov.uk

Telephone: +44 3450103503

Internet address: <https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.5. Date of dispatch of this notice

06/03/2020