

United Kingdom-Manchester: Call centre  
OJ S 112/2016 11/06/2016  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Irwell Valley Housing Association  
Postal address: Paragon House, 48 Seymour Grove  
Town: Manchester  
NUTS code: UKD3 Greater Manchester  
Postal code: M16 0LN  
Country: United Kingdom  
Contact person: Michelle Cunningham  
E-mail: [michelle.cunningham@irwellvalleyha.co.uk](mailto:michelle.cunningham@irwellvalleyha.co.uk)  
Telephone: +44 1616101000  
Fax: +44 1618770660

**Internet address(es):**

Main address: <http://www.irwellvalleyha.co.uk>  
Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA0995](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0995)

**I.3. Communication**

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

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Call Centre Services.

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

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

Call centre services providing call handling mainly out of hours.

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

Value excluding VAT: 205 000,00 GBP

#### **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, 64214200 Telephone switchboard services, 79511000 Telephone operator services

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

NUTS code: UKD3 Greater Manchester

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

The supplier is to provide an out of hours telephone call handling service to IVHA customers wishing to report an emergency repair. The contract will be for 3+2 years.

#### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### **II.2.6. Estimated value**

Value excluding VAT: 205 000,00 GBP

#### **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:

2 year optional extension including in the estimated contract value.

#### **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**

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#### **III.1. Conditions for participation**

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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

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

As per the procurement documents.

## **Section IV: Procedure**

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### **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: 15/07/2016 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: 5 (from the date stated for receipt of tender)

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

Date: 15/07/2016 Local time: 14:00

Place:

Paragon House BDT Room.

Information about authorised persons and opening procedure: Board member and Executive director will be present at the opening.

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

Note: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at [http://www.myTenders.org/Search/Search\\_Switch.aspx?ID=177609](http://www.myTenders.org/Search/Search_Switch.aspx?ID=177609)

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [http://www.myTenders.org/sitehelp/help\\_guides.aspx](http://www.myTenders.org/sitehelp/help_guides.aspx)

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref: 177609).

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Irwell Valley Housing Association  
Postal address: Paragon House, 48 Seymour Grove  
Town: Manchester  
Postal code: M16 0LN  
Country: United Kingdom  
E-mail: [michelle.cunningham@irwellvalleyha.co.uk](mailto:michelle.cunningham@irwellvalleyha.co.uk)  
Telephone: +44 1616101000  
Fax: +44 1618770660  
Internet address: <http://www.irwellvalleyha.co.uk>

**VI.5. Date of dispatch of this notice**

09/06/2016