

**United Kingdom-Leeds: Telephone switchboard services**

**OJ S 126/2015 03/07/2015**

**Contract notice**

**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Yorkshire Housing Limited  
Postal address: Dysons Chambers, 12-14 Briggate  
Town: Leeds  
Postal code: LS1 6ER  
Country: United Kingdom  
For the attention of: Mr Chris Shaw  
E-mail: [chris.shaw@shawc.co.uk](mailto:chris.shaw@shawc.co.uk)  
Telephone: +44 7722067596

**Internet address(es):**

General address of the contracting authority: <http://www.yorkshirehousing.co.uk>  
Address of the buyer profile: <http://www.shawc.co.uk>  
Electronic access to information: <https://www.delta-esourcing.com/respond/H8N8AW9475>  
Electronic submission of tenders and requests to participate: <https://www.delta-esourcing.com/respond/H8N8AW9475>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: Yorkshire Housing Ltd  
Postal address: Dysons Chambers, 12-14 Briggate  
Town: Leeds  
Postal code: LS1 6ER  
Country: United Kingdom  
For the attention of: Mr Chris Shaw  
E-mail: [chris.shaw@shawc.co.uk](mailto:chris.shaw@shawc.co.uk)  
Telephone: +44 7722067596

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Out of Hours Call Answering Service.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 5: Telecommunications services

NUTS code UKE42 Leeds

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

Telephone switchboard services. To provide Yorkshire Housing with an Out of Hours Call Answering Service.

**II.1.6. CPV code(s)**

64214200 Telephone switchboard services

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

Yorkshire Housing's current out of hours call answering service is due for renewal in October 2015.

The requirements for the Out of Hours Call Answering Service are:

— to provide Out of Hours Cover Monday to Friday from 18:00 through to 8:00,

— to provide Out of Hours Cover from 18:00 on Friday through to 8:00 on Monday,

— to provide when required cover for team meetings, away days, and Yorkshire Housing Holiday periods e.g. in between Christmas and New Year,

— to provide call overflow cover during busy periods.

Estimated value excluding VAT:

Range: between 360 000 and 600 000 GBP

**II.2.2. Information about options**

Options: no

**II.2.3. Information about renewals**

This contract is subject to renewal: no

**II.3. Duration of the contract or time limit for completion**

Duration in months: 64 (from the award of the contract)

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions related to the contract**

### **III.1.1. Deposits and guarantees required**

Dependent on the suppliers status, a performance bond or guarantee may be required.

### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

An agreement as to how the project is funded will be covered as part of the contract negotiations with the preferred supplier. Any payment made to the supplier will be in pounds sterling and will be normally made by electronic funds transfer.

### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Yorkshire Housing specific requirements are yet to be determined; however it does require that the contract awarded be entered into by a single legal entity on the part of the successful supplier(s). Any legal entity which has a group of entities will be required to provide an undertaking to be jointly and severally responsible for the due performance of the project.

### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Suppliers will need to comply with Yorkshire Housing's Standard Terms & Conditions of Contracts.

Yorkshire Housing are not bound to accept any or all of the suppliers response.

## **III.2. Conditions for participation**

### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: All interested parties need to register an interest and then provide a completed response no later than 17:00 on the 5.8.2015. Interested parties will be able to download the PQQ which needs to be completed in full and returned by the deadline.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: Detailed in full in the PQQ.

Minimum level(s) of standards possibly required: Detailed in full in the PQQ.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Detailed in full in the PQQ.

Minimum level(s) of standards possibly required:

Detailed in full in the PQQ.

### **III.2.4. Information about reserved contracts**

## **III.3. Conditions specific to services contracts**

### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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## **IV.1. Type of procedure**

### **IV.1.1. Type of procedure**

Restricted

### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 5: and Maximum number 10

Objective criteria for choosing the limited number of candidates: Using the pre-qualification questionnaire suppliers will be short listed based on the analysis performed in the financial, legal, and technical areas. Some questions contained within the PQQ may require a 'Yes' or 'No' response. These questions are known as gateways and are fundamental requirements of the contract. If any of these questions are answered 'No', Yorkshire Housing may reject your submission in full, ceasing to evaluate the remainder of the questions. Other questions are weighted based upon their order of importance. The members of the panel will each score the submissions against all of the award criteria. The panel will meet to discuss their individual scores and arrive at a consensus team score. Incomplete responses will reduce the suppliers chance of being short listed and in some cases will exclude the supplier.

### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

## **IV.2. Award criteria**

### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

## **IV.3. Administrative information**

### **IV.3.1. File reference number attributed by the contracting authority**

Yorkshire Housing - OOH Call Answering Service

### **IV.3.2. Previous publication concerning this procedure**

no

### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

### **IV.3.4. Time limit for receipt of tenders or requests to participate**

5.8.2015 - 17:00

### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

7.8.2015

### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

### **IV.3.8. Conditions for opening of tenders**

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:  
no

### VI.3. Additional information

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

<https://www.delta-esourcing.com/tenders/UK-UK-Leeds:-Telephone-switchboard-services./H8N8AW9475>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/H8N8AW9475>

GO Reference: GO-2015630-PRO-6736705.

### VI.4. Procedures for review

#### VI.4.1. Review body

#### VI.4.2. Review procedure

#### VI.4.3. Service from which information about the review procedure may be obtained

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

30.6.2015