

United Kingdom-Eaxtleigh: Telephone-answering services

OJ S 208/2016 27/10/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Radian Group

Postal address: Collins House, Bishopstoke Road

Town: Eaxtleigh

Postal code: SO50 6AD

Country: United Kingdom

For the attention of: Vanessa John

Internet address(es):

General address of the contracting authority: <http://www.radian.co.uk/>

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:

the abovementioned address

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

II.1. Description

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

Out of Hours Telephony Service.

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

Services

Service category No 27: Other services

Main site or place of performance: As per Appendix D — Map of Radian Area of Operation.

NUTS code

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)

Radian are an award winning organisation, employing over 1200 staff, providing nearly 21000 affordable homes in Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Surrey, Sussex and Wiltshire.

The majority of our stock is general needs housing, but also includes a significant portfolio of sheltered and supported housing, together with key worker accommodation, shared ownership, market rent and private sale properties.

Residents are able to benefit from tailored services that meet local needs. We value and promote diversity and are committed to equality of opportunity for all.

Contract Length: Initial term of 3 years with an option to extend for a further 2 x 12 month periods.

Contract Value/Range: Radian estimates that the contract value will be approximately 200 000 GBP — 250 000 GBP

Radian are looking to procure an 'Out of Hours Telephony Services' contract to cover all hours and periods when the Customer Service Centre is closed.

Radian is looking for a high quality solution for the specified contract from high quality providers that deliver a service that is demonstrably focused around the needs of Radian.

The contract for the provision of the service is expected to commence 1.2.2017, exact dates to be agreed.

II.1.6. CPV code(s)

79510000 Telephone-answering services, 79500000 Office-support 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

Estimated value excluding VAT:

Range: between 200 000 and 250 000 GBP

II.2.2. Information about options

II.2.3. Information about renewals

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

Duration in months: 60 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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

- III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**
- III.1.4. Contract performance conditions**
- III.2. Conditions for participation**
 - III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**
 - III.2.2. Economic and financial ability**
 - III.2.3. Technical and professional ability**
 - 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

- IV.1. Type of procedure**
 - IV.1.1. Type of procedure**

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

P/HCS/CS 0415
 - 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

30.11.2016 - 12:00

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

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

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

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

25.10.2016