

United Kingdom-Wembley: Telephone-answering services

OJ S 222/2016 17/11/2016

**Contract notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: London Borough of Brent
Postal address: Brent Civic Centre, Engineers Way
Town: Wembley
NUTS code: UK United Kingdom
Postal code: HA9 0FJ
Country: United Kingdom
Contact person: Ms Philippa Brewin
E-mail: philippa.brewin@brent.gov.uk
Telephone: +44 2089371733

Internet address(es):

Main address: <http://www.brent.gov.uk/>
Address of the buyer profile: <http://www.brent.gov.uk/>

I.1. Name and addresses

Official name: Brent Housing Partnership
Postal address: Civic Centre, Engineers Way
Town: Wembley
NUTS code: UK United Kingdom
Postal code: HA9 0FJ
Country: United Kingdom
Contact person: Philippa Brewin
E-mail: philippa.brewin@brent.gov.uk

Internet address(es):

Main address: <http://www.bhphousing.co.uk>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com/Advert/Index?advertId=e1394689-3aab-e611-8118-000c29c9ba21>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Advert/Index?advertId=e1394689-3aab-e611-8118-000c29c9ba21>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Brent Out of Hours Telephone Answering Service.
Reference number: DN219102

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

The London Borough of Brent and Brent Housing Partnership (BHP) have a requirement for an Out of Hours Emergency Telephone Service, as follows:

— An Out of Hours emergency contact phone service excluding Meals on Wheels, Helpline / Telecare and ASC Out of Hours Emergency Duty Team (EDT) which are currently provided by Harrow Council.

— The inclusion of emergency Housing Repair calls for direct referral to the relevant contractors.

— The provision of a future option to include the ASC Out of Hours Emergency Duty Team (EDT) and BHP anti-social behaviour should the need arise.

II.1.5. Estimated total value

Value excluding VAT: 250 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Contract for an Out of Hours Emergency Telephone Service, as follows:

— An Out of Hours emergency contact phone service excluding Meals on Wheels, Helpline / Telecare and ASC Out of Hours Emergency Duty Team (EDT) which are currently provided by Harrow Council. — The inclusion of emergency Housing Repair calls for direct referral to the relevant contractors. — The provision of a future option to include the ASC Out of Hours Emergency Duty Team (EDT) and BHP anti-social behaviour should the need arise.

The specification provides for an Out of Hours emergency phone service for both the Council and its 'Arm's Length Management Organisation' (ALMO) known as Brent Housing Partnership (BHP). BHP is a non-profit making company that provides housing services on behalf of the Council and which also manages the housing stock on behalf of the Council. BHP is owned by Brent Council and operates under the terms of a management agreement between the Council and BHP.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality / Weighting: 40 %

Price - Weighting: 60 %

II.2.6. Estimated value

Value excluding VAT: 250 000,00 GBP

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contract period is 2 years, with an option to extend for a further single year.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5 Maximum number: 8 Objective criteria for choosing the limited number of candidates:

Candidates will be chosen following evaluation of the Standard Selection Questionnaire, in accordance with the methodology stated in the procurement documents.

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

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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: 14/12/2016 Local time: 12:00

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

Date: 20/12/2016

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: 4 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Timing of recurrence will be dependent on final contract duration. Whilst it is envisaged that this is a recurrent procurement, it is possible that this position will change due to operational or other reasons.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Royal Courts of Justice

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

15/11/2016