

United Kingdom-Christchurch: Customer services
OJ S 249/2015 24/12/2015
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Spectrum Housing Group
Postal address: Spectrum House, Grange Road
Town: Christchurch
Postal code: BH23 4GE
Country: United Kingdom
E-mail: procurement@spectrumhousing.co.uk
Telephone: +44 3001113600

Internet address(es):

General address of the contracting authority: www.spectrumhousing.co.uk
Address of the buyer profile: www.delta-esourcing.com
Electronic access to information: <https://www.delta-esourcing.com/respond/U6D5RCAE92>
Electronic submission of tenders and requests to participate: <https://www.delta-esourcing.com/respond/U6D5RCAE92>

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 (OOH) Emergency Call Handling Service.

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

Services

Service category No 5: Telecommunications services

NUTS code UKK South West (England)

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)

Customer services. Telephone switchboard services. Spectrum Housing Group is seeking proposals from qualified and experienced service providers for the provision of an out of hours, emergency call handling service. The requirements will include and not limited to the following:

- to provide cover outside of Spectrum's normal office hours which are currently 8:00 — 18:00 Monday to Friday;
- to provide cover on all public holidays and additional 10 days full coverage throughout the year to be agreed in advance, where possible;
- Cover may be required at short notice or no notice for provision for disaster recovery;

Expression of interest is welcomed from potential bidders who can demonstrate their first class service delivery and experience within this type of service. The service provision will involve predominantly receiving calls from Spectrum residents, regarding emergency repairs, calls regarding several other issues such as rent payment online, reporting Anti-Social Behaviour and any major incidents. The contract will be managed by Spectrum's Customer Services manager who will be keen to work with the successful bidder as part of a seamless arrangement in the customer service provision within Spectrum Housing Group and all its partners maintaining a high standard of service, professional integrity, reliability, efficiency and value for money.

To express an interest and for full details please click on the link provided: <https://www.delta-esourcing.com/respond/U6D5RCAE92>

II.1.6. CPV code(s)

79342300 Customer services, 64214200 Telephone switchboard services

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

The procurement is covered by the Government Procurement Agreement: yes

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

II.2.2. Information about options

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

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

Duration in months: 36 (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

Single Entity as per the tender documentation.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: As set out in the tender documents.

III.2.2. Economic and financial ability

List and brief description of conditions: (a) Appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance.

(b) The presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established.

(c) A statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

As set out in the tender documents.

III.2.3. Technical and professional ability

List and brief description of conditions:

As set out in the tender documents.

Minimum level(s) of standards possibly required:

As set out in the tender documents.

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

Section IV: Procedure

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 number of candidates: 5

Objective criteria for choosing the limited number of candidates: As stated in the tender documents. However, please note that not all those invited to tender (at the ITT stage) will subsequently be invited to interview/presentation. This will be limited to the top 3 highest scoring Bidders following the evaluation of price and quality submissions.

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

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

1.2.2016 - 12:00

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

25.2.2016

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

The contracting authority considers that this contract may be suitable for economic operators

that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement. The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for this procurement.

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

<https://www.delta-esourcing.com/tenders/UK-UK-Christchurch:-Customer-services./U6D5RCAE92>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/U6D5RCAE92>

GO Reference: GO-20151222-PRO-7495767.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court of England and Wales

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

Internet address: <https://www.judiciary.gov.uk/you-and-the-judiciary/going-to-court/high-court/>

Body responsible for mediation procedures

Official name: Spectrum Housing Group

Postal address: Spectrum House, Grange Road

Town: Christchurch

Postal code: BH23 4GE

Country: United Kingdom

Telephone: +44 7581489201

Internet address: www.spectrumhousing.co.uk

VI.4.2. Review procedure

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

Official name: Spectrum Housing Group

Postal address: Spectrum House, Grange Road

Town: Christchurch

Postal code: BH23 4GE

Country: United Kingdom

Telephone: +44 7581489201

VI.5. Date of dispatch of this notice

22.12.2015