

United Kingdom-Manchester: Telephone-answering services

OJ S 205/2020 21/10/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Wythenshawe Community Housing Group

Postal address: Wythenshawe House, 8 Poundswick Lane, Wythenshawe, M22 9TA

Town: Manchester

NUTS code: UKD34 Greater Manchester South West

Country: United Kingdom

E-mail: procurement@wchg.org.uk**Internet address(es):**Main address: <https://www.in-tendhost.co.uk/wchg/asp/Home>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.in-tendhost.co.uk/wchg/asp/Home>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.in-tendhost.co.uk/wchg/asp/Home>

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

I.4. Type of the contracting authority

Other type: Housing Association

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Out-Of-Hours Call Handling Service

Reference number: AO035

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

An out-of-hours calls handling service which takes calls outside of normal office hours from tenants and allocates work or other actions. The service is required for three social housing

providers, and so this tender is issued by WCHG on behalf of: One Manchester, Southway Housing Trust, and WCHG.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKD34 Greater Manchester South West

Main site or place of performance:

II.2.4. Description of the procurement

An out-of-hours calls handling service which takes calls outside of normal office hours from tenants and allocates work or other actions. The service is required for three social housing providers, and so this tender is issued by WCHG on behalf of: One Manchester, Southway Housing Trust, and WCHG.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

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

Start: 01/02/2021 End: 31/01/2025

This contract is subject to renewal: no

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

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

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Agreement is for 2 years plus 2 optional 12 month extensions. Does not exceed 4 years.

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 17/11/2020 Local time: 10:00

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.2.7. Conditions for opening of tenders

Date: 17/11/2020 Local time: 10:00

Place:

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Wythenshawe Community Housing Group

Town: Manchester

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

OJEU procedures include a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into.

VI.5. Date of dispatch of this notice

16/10/2020