

Contract notice

Section I: Contracting authority

I.1) Name and addresses

Hyde Housing Association Ltd

IP18195R

30 Park Street

London

SE1 9EQ

UK

Contact person: Tarvinder Bhungle

Telephone: +44 2073785074

E-mail: Tarvinder.Bhungle@hyde-housing.co.uk

NUTS code: UK - UNITED KINGDOM

Internet address(es):

Main address: <https://www.hyde-housing.co.uk>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at:

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67333&B=HYDE-HOUSING

Additional information can be obtained from

the abovementioned address:

Tenders or requests to participate must be submitted

electronically via: https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67333&B=HYDE-HOUSING

Tenders or requests to participate must be submitted

to the abovementioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Out of Hours call handling and social media monitoring Framework Services

II.1.2) Main CPV code

79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities

as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors.

II.1.5) Estimated total value

Value excluding VAT: 50000000.00 GBP

II.1.6) Information about lots

This contract is divided into lots: no

II.2) Description

II.2.2) Additional CPV code(s)

50000000 - Repair and maintenance services

II.2.3) Place of performance

NUTS code: UK - UNITED KINGDOM

II.2.4) Description of the procurement

It is Hyde's intention in respect of this invitation to tender to create a multiple source Framework Agreement for the provision of Out of Hours call handling and social media monitoring services for the use of primarily The Hyde Group (Hyde) but also for the use of other public sector authorities as defined in the FTS/Contracts Finder contract notice. The service provider will provide Out of Hours call handling and social media monitoring services, responding to and managing calls on either an out of hours or 24/7 basis. This may include call handling across the housing, local authority, education and wider public sectors. The services include, but are not limited to:

- Out of hours / 24/7 emergency repairs call handling in line with Members agreed protocols,
- Anti-social behaviour (ASB) management – managing calls and providing reports,
- Planned and unplanned business continuity planning – to support any planned shut down time, staff training days, scheduled meetings etc. As well as call handling during unplanned periods, system failure etc,
- Contractor management – where required by the Member, allocating repair jobs to contractors in accordance with Member requirements which may include engaging local supply chains.

The Service Provider will generally be required to supply Out of Hours call handling and social media monitoring services subject to project specific requirements under each Call-off Agreement but will primarily cover the services described in this document.

The proposed duration of the Framework is for four (4) years in line with the Public Contracts Regulations 2015. However, each member may enter in a Call-off Agreement under the Framework Agreement which can extend beyond this period.

This ITT seeks to create a framework by inviting proposals in respect of supply of Out of Hours call handling and social media monitoring services.

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

Value excluding VAT: 50000000.00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The framework agreement duration is for 48 months however the Contracting Authority reserves the right to extend the duration of this framework agreement for any period up to a maximum of Twelve (12) months from the expiry of the initial term.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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**

The Framework Value of £50,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

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: As stated in the procurement documents

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

III.2) **Conditions related to the contract**

III.2.2) **Contract performance conditions**

As stated in the procurement documents

III.2.3) **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

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 several operators

Envisaged maximum number of participants to the framework agreement: 5

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: 15/05/2023

Local time: 12:00

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**

Tender must be valid until: 16/10/2023

IV.2.7) **Conditions for opening of tenders**

Date: 15/05/2023

Local time: 12:00

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

April 2027

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**

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassification>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improving-services/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

VI.4) **Procedures for review**

VI.4.1) **Review body**

Royal Courts of Justice

The Strand

The Strand

WC2A 2LL

UK

Telephone: +44 2079477772