

Portal Contract Reference: DN463014
Internal Contract Reference: P5630
Contract Title: Out of Hours Noise Response Service
Expressions of interest start date: 25 March 2020
Return of tenders/bids end date: 24 April 2020, 10am
Initial Contract Duration: 36 months
Extensions: 24 months
Estimated Contract Value (including extensions): £789,620.00

Description:

London Borough of Tower Hamlets is seeking expressions of interest from suitably qualified organisations for the above service.

The successful company will be responsible for providing an Out of Hours Noise Response Service from Thursday to Sunday from 20:00 to 03:30. The Out of Hours Response Officers will provide a proportionate response to residents' reports of noise and disturbance in real time. Response Officers will be available to witness persistent issues and provide evidence in the event of prosecution and can be tasked to monitor noise from licensed premises, carry out pro-active noise nuisance visits and provide accurate information on the Night-time economy in Tower Hamlets.

The Response Officer's notes and witness statements can contribute to case investigations and provide consistency to the Environmental Protection Team. LBTH commitment to an out of hours service gives residents the assurance at there is a service for them outside normal hours at a time when noise can be very disruptive to residents.

This contract is for the appointment of a single supplier to provide the services via an Open procurement procedure. The service and the contractual relations to deliver them, are diverse, however; the contract should have sufficient flexibility to provide the client and their service suppliers with successful outcomes. To ensure the service suppliers are engaged on consistent terms, which promote partnering, team working, the principles of TOWER values, a focus on time, cost and quality with a process for dispute avoidance and efficient dispute resolution should disputes arise, will increase the likelihood of mutually satisfactory outcomes for all concerned.

Additional Information:

The London Borough of Tower Hamlets (LBTH) is seeking expressions of interest from interested organisations for the above services and / or goods.

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal (www.londontenders.org) where the opportunity documentation will be available for download. You will be required to complete an online questionnaire.

Organisations must ensure that access to the system is available to their representatives dealing with the contract and that this contact is updated as and when required.

The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the opportunity, which shall be exclusively available through the portal.

Suppliers are responsible for allowing sufficient time to submit their Application. The Council accepts no liability whatsoever for tenders that are not submitted due to internet connectivity issues, transmission delays or errors.

Council is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found [HERE](#) Or via <http://www.towerhamlets.gov.uk/>

If you require any further information prior to submit and expression of interest please contact the Council via email procurement@towerhamlets.gov.uk quoting the contract internal reference number.