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Contract

Provision of Call Handling Services

UK POWER NETWORKS (OPERATIONS) LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-000214

Procurement identifier (OCID): ocds-h6vhtk-02874b

Published 5 January 2022, 3:32pm

Section I: Contracting entity

I.1) Name and addresses

UK POWER NETWORKS (OPERATIONS) LIMITED

Newington House, 237 Southwark Bridge Road

LONDON

SE1 6NP

Email

gulhayat.eren@ukpowernetworks.co.uk

Country

United Kingdom

NUTS code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

<https://www.ukpowernetworks.co.uk/>

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Call Handling Services

Reference number

PE1-0048-2021

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Providing back up call handling services during extreme weather conditions/storms

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

II.2.4) Description of the procurement

Providing back up call handling services for extreme weather conditions/storm.

II.2.11) Information about options

Options: Yes

Description of options

2+2 years

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-000004](#)

Section V. Award of contract

Title

Provision of Call Handling Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 December 2021

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

UK POWER NETWORKS (OPERATIONS) LIMITED

Newington House, 237 Southwark Bridge Road

London

SE1 6NP

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

This F06 Contract Award Notice was published by Achilles Information on behalf of UK POWER NETWORKS (OPERATIONS) LIMITED