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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](mailto: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

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## **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

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### **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](#)

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### **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

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## **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