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Tender

## Provision of an out of hours repair call handling service

Pobl Group Ltd

F02: Contract notice

Notice identifier: 2021/S 000-002248

Procurement identifier (OCID): ocds-h6vhtk-02902f

Published 4 February 2021, 12:32pm

The closing date and time has been changed to:

**25 March 2021, 2:00pm**

See the [change notice](#).

## Section I: Contracting authority

### I.1) Name and addresses

Pobl Group Ltd

Pobl House, Phoenix Way

Swansea

SA7 9EQ

### Email

[procurement.helpdesk@poblgroup.co.uk](mailto:procurement.helpdesk@poblgroup.co.uk)

### Telephone

+44 1792460609

**Country**

United Kingdom

**NUTS code**

UKL18 - Swansea

**Internet address(es)**

Main address

<http://poblgroup.co.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0512](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0512)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

**I.4) Type of the contracting authority**

Other type

Registered Social Landlord

**I.5) Main activity**

Other activity

RSL

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of an out of hours repair call handling service

Reference number

PROC0112

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The contract is for an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre
- 79342300 - Customer services
- 79510000 - Telephone-answering services
- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKL - WALES

Main site or place of performance

The contract is to cover the Groups stock in Wales

#### **II.2.4) Description of the procurement**

The contract is for an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to a period of two x one year periods or part thereof (1+1)

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **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**

refer to ITT documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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**

Originally published as:

Date

18 March 2021

Local time

2:00pm

Changed to:

Date

25 March 2021

Local time

2:00pm

See the [change notice](#).

#### **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**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

18 March 2021

Local time

2:30pm

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### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: end of contract period

#### **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**

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at  
[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=107898](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=107898)

(WA Ref:107898)

The buyer considers that this contract is suitable for consortia.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom