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Contract

Provision of Out of Hours Telephone Service

Aster Group Limited

F03: Contract award notice

Notice identifier: 2025/S 000-002538

Procurement identifier (OCID): ocids-h6vhtk-04a474

Published 24 January 2025, 1:33pm

Section I: Contracting authority

I.1) Name and addresses

Aster Group Limited

Sarson Court, Horton Avenue, Devizes, Wiltshire SN10 2AZ

Devizes

SN10 2AZ

Contact

Isabelle Anderson

Email

aster.procurement@aster.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.aster.co.uk

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 Telephone Service

Reference number

AG - 0580 - 2020

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

This is a requirement for the provision of an out of hours telephone service for Aster Group Ltd. The function of the Aster Contact Centre and service hubs is to handle customer information regarding property repairs and distribute the work to the appropriate in-house trade operative and/or external contractors, within working hours which is Monday - Friday 08:00 - 17:00. Therefore, outside these working hours, including bank holidays, technical downtime, team meetings and collaborative calls, customers wishing to contact Aster regarding emergencies will be routed to the out of hours provider.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £792,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 79342300 - Customer services
- 64214200 - Telephone switchboard services
- 32552120 - Emergency telephones
- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Please see tender documents

II.2.4) Description of the procurement

Please see tender documents

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031298](#)

Section V. Award of contract

Contract No

TBC

Title

Provision of an Out of Hours Telephone Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 January 2025

V.2.2) Information about tenders

Number of tenders received: 12

Number of tenders received from SMEs: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 12

Number of tenders received by electronic means: 12

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Somerset Lifeline T/A Deane Helpline

Somerset Council, County Hall

Taunton

TA1 4DY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £792,000

Total value of the contract/lot: £745,450.03

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom