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Contract

**N/A**

SSE plc

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-008664

Procurement identifier (OCID): ocds-h6vhtk-0471de

Published 11 March 2025, 10:55am

## **Section I: Contracting entity**

### **I.1) Name and addresses**

SSE plc

Inveralmond House, 200 Dunkeld Road

Perth

PH1 3AQ

#### **Contact**

Paul Midgley

#### **Email**

[paul.midgley@sse.com](mailto:paul.midgley@sse.com)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.sse.com/>

Buyer's address

<https://www.sse.com/>

**I.6) Main activity**

Electricity

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**Section II: Object**

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

**II.1.1) Title**

N/A

**II.1.2) Main CPV code**

- 79512000 - Call centre

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

provision of additional call handling Agent to support SSE call centre operations and provide ad hoc agents to cover severe weather events

**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: £2,000,000

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

provision of 10 full time additional call handling agents, and 1 team manager to support SSE call centre operations and supply ad hoc agents to cover severe weather events

### **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 IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-019181](#)

#### **IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice**

The contracting entity will not award any further contracts based on the above periodic indicative notice

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## **Section V. Award of contract**

### **Contract No**

32024

### **Title**

FW Services Customer Contact Centre Support Multi Site 1128

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 February 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 4

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

#### **V.2.3) Name and address of the contractor**

Ant Marketing Limited

Sheffield

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02547741

Internet address

<https://www.sse.com/>

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: £2,000,000

Total value of the contract/lot: £2,000,000

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## **Section VI. Complementary information**

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

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

Acas National

Stratford

Country

United Kingdom

Internet address

<https://www.acas.org.uk/>