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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

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

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

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

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

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/>