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Contract

WHC - Call Monitoring and Out of Hours Call Centre

Welwyn Hatfield Borough Council

F03: Contract award notice

Notice identifier: 2022/S 000-010551

Procurement identifier (OCID): ocids-h6vhtk-02fce1

Published 25 April 2022, 9:40am

Section I: Contracting authority

I.1) Name and addresses

Welwyn Hatfield Borough Council

The Campus

Welwyn Garden City

AL8 6AE

Contact

Procurement

Email

a.harper@welhat.gov.uk

Telephone

+44 1707357371

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.welhat.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

WHC - Call Monitoring and Out of Hours Call Centre

Reference number

C 923

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Welwyn Hatfield Borough Council invites Tenders for the provision of a Call Monitoring and Out of Hours Call Centre. The Services comprise of 24 Call Centre Operation to

support the Lifeline Service available to tenants of the borough and an out of hours call centre (evenings, weekends and bank holidays) to support other Council services.

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

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Call Monitoring and Out of Hours Call Centre

II.2.5) Award criteria

Cost criterion - Name: Price / Weighting: 50

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-030059](#)

Section V. Award of contract

Contract No

C923

Title

Call Monitoring and Out of Hours Call Centre

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Institute of Arbitrators

London

Country

United Kingdom