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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](mailto:a.harper@welhat.gov.uk)

#### **Telephone**

+44 1707357371

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<http://www.welhat.gov.uk>

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

Regional or local authority

**I.5) Main activity**

General public services

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**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

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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.2.1) Previous publication concerning this procedure**

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

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## **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

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## **Section VI. Complementary information**

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

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

Institute of Arbitrators

London

Country

United Kingdom