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Contract

PAN2300 - Emergency Repairs Call Handling Service

Leicester City Council

F03: Contract award notice

Notice identifier: 2021/S 000-012569

Procurement identifier (OCID): ocds-h6vhtk-02b88b

Published 4 June 2021, 1:41pm

Section I: Contracting authority

I.1) Name and addresses

Leicester City Council

City Hall (4th Floor), 115 Charles Street

Leicester

LE1 1FZ

Contact

Mr Sohail Aboobakar

Email

Sohail.Aboobakar@leicester.gov.uk

Telephone

+44 1164544341

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<http://www.leicester.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

PAN2300 - Emergency Repairs Call Handling Service

Reference number

DN454417

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The Housing Division within Leicester City Council manages just over 21,000 properties and we are the largest landlord in the City. These properties are a mix of houses, bedsits, bungalows, flats, maisonettes and sheltered accommodation.

Each year, we complete approximately 130,000 responsive repairs during normal working hours, and those repairs are carried out by around 300 craft operatives.

Outside of normal working hours, we provide an emergency repairs service to our tenants, who can report emergency repairs via a published emergency repairs telephone line.

Most of these repairs are carried out by our own staff, a small number of whom participate on an emergency repairs rota, but we also use a small number of contractors for more specialist repairs.

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: £187,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32500000 - Telecommunications equipment and supplies
- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Housing Division within Leicester City Council manages just over 21,000 properties and we are the largest landlord in the City. These properties are a mix of houses, bedsits, bungalows, flats, maisonettes and sheltered accommodation.

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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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 006-008798](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 March 2020

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Pinnacle Connect Ltd

1st Floor, 6 St Andrew Street

London

EC4A 3AE

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)

Total value of the contract/lot: £187,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Construction and Technology Court (Queens Bench Division)

Birmingham

B4 6DS

Country

United Kingdom