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Contract

For the provision Out of Hours Emergency Telephone Monitoring Service

Together Housing Association

F03: Contract award notice

Notice identifier: 2024/S 000-012738

Procurement identifier (OCID): ocids-h6vhtk-0421f7

Published 19 April 2024, 8:46am

Section I: Contracting authority

I.1) Name and addresses

Together Housing Association

Bull Green , Bull Green House

Halifax

HX1 2EB

Contact

Phil Lowe

Email

Philip.Lowe@togetherhousing.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.togetherhousing.co.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

For the provision Out of Hours Emergency Telephone Monitoring Service

Reference number

THG/P/00075

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

For the provision Out of Hours Emergency Telephone Monitoring Service

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: £500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision Out of Hours Emergency Telephone Monitoring Service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-035867](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 April 2024

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

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

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

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Orca Business Support Limited

Wrexham

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)

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £500,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Together Housing Association

Halifax

Country

Afghanistan