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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): ocds-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](mailto: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

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**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

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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## **Section VI. Complementary information**

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

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

Together Housing Association

Halifax

Country

Afghanistan

