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Tender

## **Provision of Out of Hours Call Handling Service**

Orbit Group Limited

F02: Contract notice

Notice identifier: 2024/S 000-012810

Procurement identifier (OCID): ocds-h6vhtk-040ce4

Published 19 April 2024, 1:25pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

#### **Contact**

Mrs Samantha Bishop

#### **Email**

[samantha.bishop@orbit.org.uk](mailto:samantha.bishop@orbit.org.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.orbit.org.uk>

Buyer's address

<http://www.orbit.org.uk>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Procurer/Advert/AdvertSummary?projectId=ec07ebb5-ee73-ee11-8124-005056b64545&projectStepId=f407ebb5-ee73-ee11-8124-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Procurer/Advert/AdvertSummary?projectId=ec07ebb5-ee73-ee11-8124-005056b64545&projectStepId=f407ebb5-ee73-ee11-8124-005056b64545>

**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**

Provision of Out of Hours Call Handling Service

Reference number

DN696561

#### **II.1.2) Main CPV code**

- 79500000 - Office-support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority, is seeking to appoint a business partner to effectively and reliably deliver an Out of Hours Call Centre Handling Service Provision.

This is for the handling of calls outside of the Authority's own customer call centre operating hours in regard to the portfolio of properties it owns and manages and shall typically relate to the reporting of repairs, the triaging of such and associated raising of works orders with the Authority's appointed repairs contractor's. The services to be provided under the contract shall be in all respects of the quality or type as detailed in the Specification, Contract, Schedules and Appendices.

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **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**

The Authority, is seeking to appoint a business partner to effectively and reliably deliver an Out of Hours Call Centre Handling Service Provision.

This is for the handling of calls outside of the Authority's own customer call centre operating hours in regard to the portfolio of properties it owns and manages and shall typically relate to the reporting of repairs, the triaging of such and associated raising of works orders with the Authority's appointed repairs contractor's. The services to be provided under the contract shall be in all respects of the quality or type as detailed in the Specification, Contract, Schedules and Appendices.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Two (2) year initial contract term with the option to extend for up to three (3) years (in one year increments).

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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: [2024/S 000-012770](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

23 May 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

23 May 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

The Royal Courts of Justice London

London

Country

United Kingdom