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Not applicable

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

Orbit Group Limited

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-012890

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

Published 19 April 2024, 4:55pm

### **Section I: Contracting authority/entity**

#### **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)

#### **Telephone**

+44 2476148425

#### **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>

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

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**

Orbit 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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2024/S 000-012810](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

1.3

Place of text to be modified

Communication

Instead of

Text

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>

Read

Text

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

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