

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013518-2021>

Contract

## **Out of Hours Call Handling Contract 2021**

Network Homes

F03: Contract award notice

Notice identifier: 2021/S 000-013518

Procurement identifier (OCID): ocds-h6vhtk-028f83

Published 15 June 2021, 4:15pm

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

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

Network Homes

The Hive, 22 Wembley Park Blvd

London

HA9 0HP

#### **Contact**

Josephine Rodriques

#### **Email**

[josephine.rodriques@networkhomes.org.uk](mailto:josephine.rodriques@networkhomes.org.uk)

#### **Telephone**

+44 2087824312

#### **Country**

United Kingdom

**NUTS code**

UKI7 - Outer London – West and North West

**Internet address(es)**

Main address

<https://www.delta-esourcing.com>

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

The contract is awarded by a central purchasing body

**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**

Out of Hours Call Handling Contract 2021

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

- 79512000 - Call centre

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

Services

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

Network Homes require a contract for an 'Out of Hours Call Handling Service' for use by residents. This contract will be awarded for 3 years with the option to extended for a further two years on an annually renewable basis (Subject to performance reviews)

#### **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: £275,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

#### **II.2.4) Description of the procurement**

Network Homes require a contract for an 'Out of Hours Call Handling Service' for use by residents. This contract will be awarded for 3 years with the option to extended for a further two years on an annually renewable basis (Subject to performance reviews)

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

Price

#### **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

#### **II.2.14) Additional information**

<https://www.delta-esourcing.com/respond/cj7xg6z9m7>

---

### **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: [2021/S 000-002093](#)

---

## **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**

7 May 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 5

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**

Orbis Protect Limited

Beaufort House, Cricket Field Road, Uxbridge, Middlesex, UB8 1QG

London

UB81QG

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02476859

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: £275,000

Total value of the contract/lot: £275,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Award of Out Of Hours Call Handling Service

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=602182401>

GO Reference: GO-2021615-PRO-18403717

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

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

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Not provided

London

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Not provided

Not provided

Country

United Kingdom