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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 Rodrigues

Email

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 extend 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 extend 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](https://www.delta-esourcing.com/respond/cj7xg6z9m7)

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