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Contract

## **Out of Hours (OOH) Telephony Services & Remote Fire Alarm Equipment Monitoring**

Wales and West Housing Association Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-019919

Procurement identifier (OCID): ocds-h6vhtk-04afb4

Published 9 May 2025, 9:06am

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

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

Wales and West Housing Association Ltd

77 Parc Ty Glas, Llanishen

Cardiff

CF14 5DU

#### **Email**

[gary.snoad-jones@wwha.co.uk](mailto:gary.snoad-jones@wwha.co.uk)

#### **Telephone**

+44 8000522526

#### **Country**

United Kingdom

#### **NUTS code**

UKL - Wales

**Internet address(es)**

Main address

<https://www.wwha.co.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0573](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0573)

**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**

Out of Hours (OOH) Telephony Services & Remote Fire Alarm Equipment Monitoring

Reference number

itt\_113589

**II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Wales & West require a contractor to deliver Out of hours Telephony services to deal with residents and contractors with regards to responsive repair works to our housing stock

across Wales. It also includes remote fire alarm equipment monitoring to WWHA stock across Wales, taking the appropriate action when necessary.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79512000 - Call centre
- 79711000 - Alarm-monitoring services

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

NUTS codes

- UKL - Wales

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

Wales & West require a contractor to deliver Out of hours Telephony services to deal with residents and contractors with regards to responsive repair works to our housing stock across Wales. It also includes remote fire alarm equipment monitoring to WWHA stock across Wales, taking the appropriate action when necessary.

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

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

### **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: [2024/S 000-033974](#)

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## **Section V. Award of contract**

### **Contract No**

itt\_113589

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

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

(WA Ref:150698)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom