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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): ocids-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

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

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 (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

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](#)

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)

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