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Contract

## **Longhurst Out of Hours Call Centre**

Longhurst Group

F03: Contract award notice

Notice identifier: 2022/S 000-020453

Procurement identifier (OCID): ocds-h6vhtk-0316c6

Published 27 July 2022, 12:12pm

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

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

Longhurst Group

Leverett House, Gilbert Drive,

Boston

PE21 7TQ

#### **Contact**

Sharon Hunt

#### **Email**

[sharon@echelonconsultancy.co.uk](mailto:sharon@echelonconsultancy.co.uk)

#### **Telephone**

+44 1707339800

#### **Country**

United Kingdom

**NUTS code**

UKF - East Midlands (England)

**National registration number**

5345282

**Internet address(es)**

Main address

<https://www.longhurst-group.org.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/45191>

**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**

Longhurst Out of Hours Call Centre

Reference number

ECH1090

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

- 79512000 - Call centre

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

Services

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

Longhurst Group is seeking solutions from suitably qualified and experienced Service Providers to enter into a long-term arrangement for the delivery of their Out of Hours call handling services. Longhurst Group intends to enter into contract with the successful Service Provider for a period of 5 years, with an initial term of three years and 2 further one year extensions. The estimated value of the contract is c £130k pa ex VAT.

#### **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: £36,000

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

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

- 79510000 - Telephone-answering services
- 79512000 - Call centre

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

NUTS codes

- UKF - East Midlands (England)

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

Longhurst is one of the largest housing groups in the Midlands and East of England, they own and manage over 23,500 homes and deliver a wide range of care and support services.

Longhurst operate in 50 local authority areas, with over 1,200 colleagues, 10 office bases and over 80 care and support locations

Longhurst Group is seeking solutions from suitably qualified and experienced Service Providers to enter into a long-term arrangement for the delivery of their Out of Hours call handling services. Longhurst Group intends to enter into contract with the successful Service Provider for a period of 5 years, with an initial term of three years and 2 further one year extensions. The estimated value of the contract is c £130k pa ex VAT.

Longhurst is following an Open procurement process in accordance with the Public Contract Regulations 2015. Full details of the requirements and instructions are included in the procurement and Tender documents.

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

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

#### **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: [2022/S 000-004139](#)

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

### **Contract No**

1

### **Title**

Longhurst Out of Hours Call Centre

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

30 May 2022

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

Number of tenders received: 9

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Appello careline Ltd

Oregon House 19 queensway

New Milton

BH25 5NN

Email

[victoria.bannister@appello.co.uk](mailto:victoria.bannister@appello.co.uk)

Telephone

+44 1425626300

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3229746

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: £130,000

Lowest offer: £36,000 / Highest offer: £131,000 taken into consideration

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## **Section VI. Complementary information**

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

The Contracting Authority reserves the right to cancel the procurement and not to proceed with the contract award at any stage of the procurement process. The Contracting Authority also reserves the right not to award the contract. Neither the Contracting Authority nor any person on whose behalf this procurement is undertaken is to be liable for any costs incurred by those expressing an interest or tendering for the contract.

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

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

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom

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

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will observe a 10 day stand still period following the award of

the contract and conduct itself in respect of any appeals in accordance with the Public Contract Regulations 2015 (as amended)

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

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom