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Contract

## **Provision of an out of hours repair call handling service**

Pobl Group Ltd

F03: Contract award notice

Notice identifier: 2021/S 000-020826

Procurement identifier (OCID): ocids-h6vhtk-02902f

Published 24 August 2021, 2:05pm

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

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

Pobl Group Ltd

Pobl House, Phoenix Way

Swansea

SA7 9EQ

#### **Email**

[procurement.helpdesk@poblgroup.co.uk](mailto:procurement.helpdesk@poblgroup.co.uk)

#### **Telephone**

+44 1792460609

#### **Country**

United Kingdom

#### **NUTS code**

UKL18 - Swansea

**Internet address(es)**

Main address

<http://poblgroup.co.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0512](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0512)

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

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Other type

Registered Social Landlord

**I.5) Main activity**

Other activity

RSL

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of an out of hours repair call handling service

Reference number

PROC0112

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

- 79512000 - Call centre

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

Services

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

The contract is for an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

#### **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: £148,991.84

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

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

- 79512000 - Call centre
- 79342300 - Customer services
- 79510000 - Telephone-answering services
- 70333000 - Housing services

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

NUTS codes

- UKL - Wales

Main site or place of performance

The contract is to cover the Groups stock in Wales

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

The contract is for an out of hours call handling service; primarily for emergency repairs and emergency situations. It is anticipated the volume of calls will be approximately but not limited to 10,000 calls annually.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-005287](#)

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

### **Contract No**

PROC0112

A contract/lot is awarded: Yes

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

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

26 July 2021

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

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

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

Llesiant Delta Wellbeing Ltd

Unit 2, Heol Aur, Dafen Industrial Estate

Llanelli

SA148QN

Telephone

+44 01554899488

Country

United Kingdom

NUTS code

- UKL14 - South West Wales

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £160,000

Total value of the contract/lot: £148,991.84

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## **Section VI. Complementary information**

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

(WA Ref:113505)

### **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