

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020826-2021>

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): ocds-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

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

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

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

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](#)

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

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