

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021024-2023>

Contract

Out of Hours Call Handling

Network Homes

F03: Contract award notice

Notice identifier: 2023/S 000-021024

Procurement identifier (OCID): ocds-h6vhtk-03a404

Published 20 July 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Network Homes

The Hive, 22 Wembley Park Boulevard

Wembley

HA9 0HP

Contact

Waleed Sajjid

Email

waleed.sajjid@networkhomes.org.uk

Telephone

+44 2084599233

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.delta.esourcing.com>

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 Call Handling

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Network Homes requires a contract for an Out of Hours Call Handling Services for the use by residents .This contract will be awarded for 2 years with option to extend for further three years on annually renewable basis (Subject to performance reviews)

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: £480,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Network Homes requires a contract for an Out of Hours Call Handling Services for the use by residents .This contract will be awarded for 2 years with option to extend for further three years on annually renewable basis (Subject to performance reviews)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Price / 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

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: [2023/S 000-003914](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 May 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Norse Commercial Services Limited

280 Fifers Lane

Norwich

NR6 6EQ

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

02888808

The contractor is an SME

No

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

Total value of the contract/lot: £480,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=784974972>

GO Reference: GO-2023720-PRO-23455550

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 208078204312

Country

United Kingdom

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

