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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](mailto: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

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**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

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

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## **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

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## **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

