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Contract

Out of Hours Call Centre Services

B3 Living

F03: Contract award notice

Notice identifier: 2021/S 000-029939

Procurement identifier (OCID): ocds-h6vhtk-02eabc

Published 2 December 2021, 12:15pm

Section I: Contracting authority

I.1) Name and addresses

B3 Living

Scania House, 17 Amwell Street, Hoddesdon

Hoddesdon

EN11 8TS

Contact

Simon Callier

Email

simon.callier@b3living.org.uk

Telephone

+44 1992453700

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

National registration number

29876R

Internet address(es)

Main address

www.b3living.org.uk

I.4) Type of the contracting authority

Regional or local Agency/Office

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 Centre Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

B3Living is seeking to award a Framework Agreement to a single Supplier for the provision of Out of Hours Call Centre Services as described within this Invitation to Tender (ITT): the scope will be as described within the specification in Part B of the ITT and the pricing template (Part E of the ITT) is reflective of the anticipated demand.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

II.2.4) Description of the procurement

B3Living is seeking to award a Framework Agreement to a single Supplier for the provision of Out of Hours Call Centre Services as described within this Invitation to Tender (ITT): the

scope will be as described within the specification in Part B of the ITT and the pricing template (Part E of the ITT) is reflective of the anticipated demand.

II.2.5) Award criteria

Price

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/264DKE98YA>

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 000-025423](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=647937241>

GO Reference: GO-2021122-PRO-19327826

VI.4) Procedures for review

VI.4.1) Review body

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