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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): ocids-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](mailto: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](http://www.b3living.org.uk)

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

Regional or local Agency/Office

**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 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-sourcing.com/respond/264DKE98YA>

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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 000-025423](#)

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## **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)

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## **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**

B3 Living

Scania House, 17 Amwell Street, Hoddesdon

Hoddesdon

EN11 8TS

Email

[simon.callier@b3living.org.uk](mailto:simon.callier@b3living.org.uk)

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