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Planning

Provision of Out of Hours Call Handling Service

ORBIT GROUP LIMITED

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-030700

Procurement identifier (OCID): ocids-h6vhtk-040ce4

Published 18 October 2023, 10:15am

Section I: Contracting authority

I.1) Name and addresses

ORBIT GROUP LIMITED

Garden Court,Binley Business Park Harry Weston Road

COVENTRY

CV32SU

Contact

Samantha Bishop

Email

samantha.bishop@orbit.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

IP28503R

Internet address(es)

Main address

<http://www.orbit.org.uk>

Buyer's address

<http://www.orbit.org.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Provision of Out of Hours Call Handling Service

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

Orbit Group Ltd wishes to provide advance notification to the market of a forthcoming tender opportunity to appoint a single organisation to deliver an Out of Hours Call Handling Service Provision.

This PIN relates to early market engagement only and is NOT a call for competition (procurement/ tender documents are not available at this time).

All participants in this event shall be responsible for their own costs (including third party costs) and the Contracting Authority shall have no liability to any participant.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

II.2.4) Description of the procurement

The service provision is for the handling of calls outside of the Authority's own customer call centre operating hours in regards to the portfolio of properties it owns and manages and shall typically relate to the reporting of repairs, the triaging of such and associated raising of works orders with the Authority's appointed repairs contractor's.

The service provision will provide call handling services during the following periods:

- Outside of Orbit Customer Support current operating hours which are Monday-Friday 8am - 8pm and Saturday 8am-1pm
- Planned shutdowns e.g., Bank Holidays, Christmas Period and other events such as closure of our Building, during system upgrades or colleague training days
- Able to support with unplanned shutdowns e.g., Closure of Customer Support during normal operating hours due to telephony failure or building evacuation

Please note, the tender opportunity is expected to be released week commencing Monday 30th October 2023. Please ensure your organisation is registered on the Orbit Pro-Contract 'Housing Procurement Portal' (<https://www.housingprocurement.com>) to access tender documentation once the opportunity goes live.

Should you experience any technical difficulties in using the Pro-Contract system, please contact the supplier support helpline on 03300050352.

II.2.14) Additional information

The purpose of this notice is to alert the supplier community to this forthcoming tender opportunity.

The procurement approach will be an open process.

Contract Term - initial 2 year period with the option to extend for a further 3 years.

II.3) Estimated date of publication of contract notice

30 October 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes