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Planning

Out of Hours call monitoring - Repairs service (PIN Notice)

LiveWest Homes Limited

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-030728

Procurement identifier (OCID): ocids-h6vhtk-040cf1

Published 18 October 2023, 11:50am

Section I: Contracting authority

I.1) Name and addresses

LiveWest Homes Limited

1 Wellington Way, Skypark Business Park

Exeter

EX5 2FZ

Contact

Mr Phillip Blackmore

Email

phillip.blackmore@livewest.co.uk

Telephone

+44 3001238080

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

<https://www.livewest.co.uk/>

Buyer's address

<https://www.livewest.co.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Housing Association

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 monitoring - Repairs service (PIN Notice)

Reference number

DN695302

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Please note that this is not a call for competition.

Out of Hours call monitoring services

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32540000 - Switchboards
- 64220000 - Telecommunication services except telephone and data transmission services
- 79510000 - Telephone-answering services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

Please note that this is not a call for competition.

LiveWest are carrying out pre-tender exercises including this PIN notice prior to going out to tender for our Out of Hours Call Monitoring service for our repairs team.

The out of hours service is required to operate on Monday to Friday from 17:00 - 08:00 and a 24 hour service at weekends and bank holidays

LiveWest require an excellent service and proposals will be based on approx. an average of 1400 calls per month.

II.3) Estimated date of publication of contract notice

30 November 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: No