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Contract

Out of Hours Call Centre

Optivo

F03: Contract award notice

Notice identifier: 2022/S 000-031019

Procurement identifier (OCID): ocds-h6vhtk-037e90

Published 3 November 2022, 8:52am

Section I: Contracting authority

I.1) Name and addresses

Optivo

125 High Street

Croydon

CR0 9XP

Contact

Sabrina O'Brien

Email

Procurement@optivo.org.uk

Telephone

+44 8001216060

Country

United Kingdom

NUTS code

UKI62 - Croydon

Internet address(es)

Main address

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

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA8521

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Out of Hours Call Centre

Reference number

OP7335

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Call Centre

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: £1,288,980

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Contract for the provision incoming and outgoing out-of-hours emergency repairs call handling service for Optivo residents and key workers.

II.2.5) Award criteria

Quality criterion - Name: Customer Journey / Weighting: 25%

Quality criterion - Name: Mobilisation & Resourcing / Weighting: 25%

Quality criterion - Name: Working with Optivo / Weighting: 10%

Quality criterion - Name: Disaster Recovery / Weighting: 10%

Price - Weighting: 30%

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

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: [2022/S 022-226619](#)

Section V. Award of contract

Contract No

OP7335

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 October 2022

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 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

Appello Careline Limited

Oregon House, 19 Queensway, New Milton, Hampshire,

New Milton

BH25 5NN

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,288,980

Total value of the contract/lot: £1,288,980

Section VI. Complementary information

VI.3) Additional information

(MT Ref:227854)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>