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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](mailto: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](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

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## **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

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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](mailto: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>

