

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034766-2023>

Not applicable

## **Provision of Out of Hours Call Handling Service**

ORBIT GROUP LIMITED

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-034766

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

Published 24 November 2023, 10:15am

### **Section I: Contracting authority/entity**

#### **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](mailto:samantha.bishop@orbit.org.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

Buyer's address

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

---

**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.

---

## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2023/S 000-030700](#)

---

## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Short description

Read

Text

UPDATE - please be advised there is a delay to this opportunity, we now expect that this will be released by 08/12/2023.

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.

Section number

II.2.4

Place of text to be modified

Description of the procurement

Read

Text

UPDATE - please be advised there is a delay to this opportunity, we now expect that this will be released by 08/12/2023.

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 by Friday 8th December 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.