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Contract

Out of Hours Call Handling Service

Orbit Group Limited

F03: Contract award notice

Notice identifier: 2024/S 000-039495

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

Published 6 December 2024, 4:37pm

Section I: Contracting authority

I.1) Name and addresses

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

Contact

Ms Samantha Bishop

Email

samantha.bishop@orbit.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

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 Handling Service

Reference number

DN696561

II.1.2) Main CPV code

- 79500000 - Office-support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority, is seeking to appoint a business partner to effectively and reliably deliver an Out of Hours Call Centre Handling Service Provision.

This is for the handling of calls outside of the Authority's own customer call centre operating hours in regard 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 services to be provided under the contract shall be in all respects of the quality or type as detailed in the Specification, Contract, Schedules and Appendices.

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: £112,780

II.2) Description

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Authority, is seeking to appoint a business partner to effectively and reliably deliver an Out of Hours Call Centre Handling Service Provision.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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: [2024/S 000-012810](#)

Section V. Award of contract

Contract No

Orbit Group OOH 01

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 October 2024

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Fortem Solutions Limited

Hertfordshire

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)

Total value of the contract/lot: £112,780

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Orbit Group Ltd

Coventry

Country

United Kingdom