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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](mailto: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

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**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**

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Out of Hours Call Centre Handling Service Provision.

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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.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](#)

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Orbit Group Ltd

Coventry

Country

United Kingdom