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Contract

Contact Centre Telephony Solution (662-AHL)

NSAH (Alliance Homes) Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-060201

Procurement identifier (OCID): ocds-h6vhtk-04d756

Published 26 September 2025, 2:30pm

Section I: Contracting authority

I.1) Name and addresses

NSAH (Alliance Homes) Ltd

40 Martingale Way

Portishead

BS20 7GF

Email

procurement@alliancehomes.org.uk

Country

United Kingdom

NUTS code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Internet address(es)

Main address

<https://in-tendhost.co.uk/alliancehomes>

Buyer's address

<http://www.alliancehomesgroup.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

Contact Centre Telephony Solution (662-AHL)

Reference number

SYSTEM 00000185

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for the provision of services related to a contact centre telephony solution for customers of our services within the North Somerset and surrounding areas such as Bristol, South Gloucestershire, Bath and North East Somerset, Sedgemoor local / unitary authorities and also in the Swindon area (such as SN1 to SN5, SN25 and SN26 postcodes). The main office location of AHG is in Portishead, North Somerset. This tender is issued by NSAH (Alliance Homes) Ltd, known as 'The Alliance Homes Group'. This tender and any resulting contract may be utilised by any member or future member of the Alliance Homes Group, or by any shared services or partnership arrangement or group of which a member of the Alliance Homes Group is currently or in the future a member of, or by any members current or future of such an arrangement or group. This procurement is being tendered in accordance with the Restricted Procedure of The Public Contracts Regulations 2015 ("PCR 2015") and as such will

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: £600,000

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

This procurement is for the provision of services related to a contact centre telephony solution for customers of our services within the North Somerset and surrounding areas such as Bristol, South Gloucestershire, Bath and North East Somerset, Sedgemoor local / unitary authorities and also in the Swindon area (such as SN1 to SN5, SN25 and SN26 postcodes). The main office location of AHG is in Portishead, North Somerset. This tender is issued by NSAH (Alliance Homes) Ltd, known as 'The Alliance Homes Group'. This tender and any resulting contract may be utilised by any member or future member of the Alliance Homes Group, or by any shared services or partnership arrangement or group of which a member of the Alliance Homes Group is currently or in the future a member of, or by any members current or future of such an arrangement or group. This procurement is being tendered in accordance with the Restricted Procedure of The Public Contracts Regulations 2015 ("PCR 2015") and as such will

II.2.5) Award criteria

Price

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

Restricted 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: [2025/S 000-003095](#)

Section V. Award of contract

Contract No

662-AHL Contact Centre Telephony

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 September 2025

V.2.2) Information about tenders

Number of tenders received: 19

Number of tenders received from SMEs: 12

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

Number of tenders received from tenderers from non-EU Member States: 19

Number of tenders received by electronic means: 19

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

V.2.3) Name and address of the contractor

Maintel Europe Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

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: £600,000

Total value of the contract/lot: £673,666

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NSAH (Alliance Homes) Ltd

Portishead

Country

United Kingdom