This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/064375-2025">https://www.find-tender.service.gov.uk/Notice/064375-2025</a>

Contract

## **Contact Centre Out of Hours Call Handling**

Livv Housing Group

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-064375

Procurement identifier (OCID): ocds-h6vhtk-05ad3a

Published 10 October 2025, 5:02pm

### Scope

#### Reference

DN792562

### **Description**

Livv Housing Group requested proposals from service providers to provide emergency and non-emergency out of hours repairs call-handling.

#### **Contract 1**

### **Supplier**

• Orca Business Support Ltd

#### **Contract value**

- £80,000 excluding VAT
- £96,000 including VAT

Below the relevant threshold

### **Date signed**

1 September 2025

#### **Contract dates**

- 24 September 2025 to 23 September 2028
- 3 years

## Main procurement category

Services

### **CPV** classifications

- 79416000 Public relations services
- 79510000 Telephone-answering services

#### **Contract locations**

• UKD - North West (England)

### **Procedure**

### **Procedure type**

Below threshold - unknown

# **Supplier**

### **Orca Business Support Ltd**

8 Wilkinson Business Park

Wrexham

**LL13 9AE** 

**United Kingdom** 

Email: support@weareorca.com

Region: UKL23 - Flintshire and Wrexham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

## **Contracting authority**

### **Livv Housing Group**

• Mutuals Public Register: 7773

• Public Procurement Organisation Number: PDPR-4361-WLZP

Lakeview Kings Business Park

Prescot

L34 1PJ

**United Kingdom** 

Contact name: Claire Paton

Email: procurement@livvhousinggroup.com

Region: UKD71 - East Merseyside

Organisation type: Public authority - sub-central government