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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.

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### 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)

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## Procedure

### Procedure type

Below threshold - unknown

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## Supplier

### Orca Business Support Ltd

8 Wilkinson Business Park

Wrexham

LL13 9AE

United Kingdom

Email: [support@weareorca.com](mailto: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**

- Mutuels 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](mailto:procurement@livvhousinggroup.com)

Region: UKD71 - East Merseyside

Organisation type: Public authority - sub-central government