

United Kingdom-Eastleigh: Telephone-answering services
OJ S 30/2017 11/02/2017
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Radian Group

Postal address: Collins House, Bishopstoke Road

Town: Eastleigh

Postal code: SO50 6AD

Country: United Kingdom

Internet address(es):

General address of the contracting authority: <http://www.radian.co.uk/>

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

Housing and community amenities

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Out of Hours Telephony Service.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

Main site or place of performance: Eastleigh, Hampshire, United Kingdom.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Radian are an award winning organisation, employing over 1 200 staff, providing nearly 21 000 affordable homes in Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Surrey, Sussex and Wiltshire.

The majority of our stock is general needs housing, but also includes a significant portfolio of sheltered and supported housing, together with key worker accommodation, shared ownership, market rent and private sale properties.

Residents are able to benefit from tailored services that meet local needs. We value and promote diversity and are committed to equality of opportunity for all.

Contract Length: Initial term of 3 years with an option to extend for a further 2 x 12 month

periods.

Contract Value/Range: Radian estimates that the contract value will be approximately 200 000 - 250 000 GBP.

Radian are looking to procure an 'Out of Hours Telephony Services' contract to cover all hours and periods when the Customer Service Centre is closed.

Radian is looking for a high quality solution for the specified contract from high quality providers that deliver a service that is demonstrably focused around the needs of Radian.

The contract for the provision of the service is expected to commence 1.2.2017, exact dates to be agreed.

II.1.5. CPV code(s)

79510000 Telephone-answering services, 79500000 Office-support services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 250 000 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

P/HCS/CS 0415

IV.3.2. Previous publication concerning this procedure

no

Section V: Award of contract

Contract No: P/HCS/CS 0415

Lot title: Provision of Out of Hours Telephony Services

V.1. Date of conclusion of the contract

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: Agilisys Ltd
Postal address: One Hammersmith Broadway, Hammersmith
Town: London
Postal code: W6 9DL
Country: United Kingdom

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 250 000 GBP

excluding VAT

If annual or monthly value:

Number of years: 5

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

9.2.2017