

United Kingdom-Wolverhampton: Call centre
OJ S 32/2017 15/02/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bromford Housing Group Limited

Postal address: 1 Exchange Court, Brabourne Avenue, Wolverhampton Business Park

Town: Wolverhampton

NUTS code: UK United Kingdom

Postal code: WV10 6AU

Country: United Kingdom

Contact person: Procurement Team

E-mail: procurement.team@bromford.co.uk

Telephone: +44 1902396887

Internet address(es):

Main address: <http://www.bromfordgroup.co.uk>

Address of the buyer profile: <http://www.bromfordgroup.co.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

Supply of Out of Hours Emergency Call Handling Services.

Reference number: DN217420

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Bromford Housing Group Limited, (Parent of the Group) as a central purchasing body on behalf of itself and any of its current or future entities and subsidiaries (together 'Bromford') wishes to invite interested companies ('Suppliers') to participate in a procurement process to award a Contract for the reliable Supply of Out of Hours Emergency Call Handling Services. Bromford Housing Group Limited is a Registered Society incorporated under the Co-operative and Community Benefit Societies Act 2014 (No 29996R) and whose registered office is at One

Exchange Court, Brabourne Avenue, Wolverhampton Business Park, Wolverhampton, WV10 6AU. The current operating entities and subsidiaries of Bromford Housing Group Limited are: Bromford Housing Association Limited, a Charitable Community Benefit Society incorporated under the Co-operative and Community Benefit Societies Act 2014 (FCA registered number: 7106); (continued at II.2.4) below).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 1,00 GBP / Highest offer: 360 000,00 GBP taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Bromford Home Ownership Limited, a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (FCA registered number: 29991R);

Bromford Assured Homes Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 02677730);

Bromford Developments Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 06507824);

Street Services Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 03711394);

Riverside Mews Management Company Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 02953846);

Strand Services (Whitchurch) Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 02645753).

Bromford Housing Group Limited also has three dormant entities / subsidiaries as follows:- (Continued at Section II.2.14) below).

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

The Contract is expected to commence on 10.2.2017 and will be for a period of three (3) years with the Client having the unilateral and discretionary option to extend annually for up to a further two (2) years until 9.2.2022.

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Project Note Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 03716147)

Bromford Carinthia Homes Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 02625632)

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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 in the OJ S: [2016/S 214-389886](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/01/2017

V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

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

V.2.3. Name and address of the contractor

Official name: Nationwide Property Assistance Limited

Town: Bromsgrove

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Lowest offer: 1,00 GBP / Highest offer: 360 000,00 GBP taken into consideration

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Cabinet Office

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

13/02/2017