

**United Kingdom-Seaham: Call centre**  
**OJ S 65/2018 04/04/2018**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: County Durham Housing Group

Postal address: Spectrum 6, Spectrum Business Park

Town: Seaham

NUTS code: UKC1 Tees Valley and Durham

Postal code: SR7 7TT

Country: United Kingdom

E-mail: [procurement@cdhg.co.uk](mailto:procurement@cdhg.co.uk)

Telephone: +44 1913497744

**Internet address(es):**

Main address: <https://www.countydurhamhousinggroup.co.uk/>

**I.4. Type of the contracting authority**

Other type: Housing Association

**I.5. Main activity**

Other activity: 10

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

CDHG — Provision of an Out of Hours Call Handling Service

Reference number: CDHG-2017 078

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The contract is for the provision of an Out Of Hours call handling service to County Durham Housing Group (CDHG) and its subsidiaries.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Lowest offer: 110 337,00 GBP / Highest offer: 164 839,00 GBP taken into consideration

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79512000 Call centre, 79512000 Call centre

### **II.2.3. Place of performance**

NUTS code: UKC1 Tees Valley and Durham

Main site or place of performance:

### **II.2.4. Description of the procurement**

The contract is for the provision of an Out Of Hours call handling service to County Durham Housing Group (CDHG) and its subsidiaries.

### **II.2.5. Award criteria**

Quality criterion - Name: Quality Questions / Weighting: 40

Price - Weighting: 60

### **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

### **II.2.14. Additional information**

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## **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: [2017/S 246-514898](#)

#### **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**

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## **Section V: Award of contract**

**Contract No:** CDHG-2017 078

**Title:**

CDHG — Provision of an Out of Hours Call Handling Service

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

30/03/2018

### **V.2.2. Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 7

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

### **V.2.3. Name and address of the contractor**

Official name: Mears Limited

Town: Gloucester

NUTS code: UKK13 Gloucestershire

Country: United Kingdom

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 145 000,00 GBP

Lowest offer: 110 337,00 GBP / Highest offer: 164 839,00 GBP taken into consideration

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: County Durham Housing Group

Town: Seaham

Postal code: SR7 7TT

Country: United Kingdom

E-mail: [procurement@cdhg.co.uk](mailto:procurement@cdhg.co.uk)

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

### **VI.5. Date of dispatch of this notice**

03/04/2018