

United Kingdom-Reading: Call centre
OJ S 129/2013 05/07/2013
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Raglan Housing Association
Postal address: 100 Longwater Avenue, Green Park
Town: Reading
Postal code: RG2 6GP
Country: United Kingdom
Contact person: Housing Services
For the attention of: Emma Cook
E-mail: emma.cook@raglan.org
Telephone: +44 8000116420

Internet address(es):

General address of the contracting authority: www.raglan.org
Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA1526

I.2. Type of the contracting authority

Body governed by public law

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 Emergency Call Handing Service.

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

Services
Service category No 27: Other services
Main site or place of performance: England.
NUTS code UK United Kingdom

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)

The service will primarily be in operation between the hours of 18:00 and 8:00 during weekdays, and on a 24 hour basis from 18:00 Friday until 8:00 Monday, public holidays, Christmas closure and 3 staff training days.

II.1.5. CPV code(s)

79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot**II.2.1. Total value of the contract/lot**

Value: 80 600 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure**IV.1.1. Type of procedure**

Restricted

IV.2. Award criteria**IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 40
2. Quality. Weighting 60

IV.2.2. Information about electronic auction**IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority**

2011-0026

IV.3.2. Previous publication concerning this procedure**Contract notice**

Notice number in the OJ S: [2012/S 223-367717](#) of 20.11.2012

Section V: Award of contract

Contract No: 2011:0026

Lot title: Out-of-hours call handling service

V.1. Date of conclusion of the contract

6.5.2013

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Sitexorbis Ltd

Postal address: Beaufort House, Cricket Field Road, Uxbridge Postal code: UB8 1QG

Country: United Kingdom

Internet address: www.sitexorbis.com

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

Initial estimated total value of the contract/lot:

Value: 80 000 GBP
excluding VAT
Total value of the procurement:
Value: 80 600 GBP
excluding VAT

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

(MT Ref:106361)

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: The contracting authority will incorporate a minimum 10 calendar days standstill period at the point information on the award of the contract is communicated to tenderers. If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No 5) (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (generally within 3 months). Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has been entered into, the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be "ineffective".

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

VI.4. Date of dispatch of this notice

2.7.2013