

**United Kingdom-Manchester: Call centre  
OJ S 181/2016 20/09/2016  
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: Irwell Valley Housing Association

Postal address: Paragon House, 48 Seymour Grove

Town: Manchester

NUTS code: UKD3 Greater Manchester

Postal code: M16 0LN

Country: United Kingdom

Contact person: Michelle Cunningham

E-mail: [michelle.cunningham@irwellvalleyha.co.uk](mailto:michelle.cunningham@irwellvalleyha.co.uk)

Telephone: +44 1616101000

Fax: +44 1618770660

**Internet address(es):**

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

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA0995](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0995)

**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Call Centre Services.

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Call centre services providing call handling mainly out of hours.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

Lowest offer: 144 000,00 GBP / Highest offer: 518 400,00 GBP taken into consideration

### **II.2. Description**

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

79512000 Call centre, 64214200 Telephone switchboard services, 79511000 Telephone operator services

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

NUTS code: UKD3 Greater Manchester

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

The supplier is to provide an out of hours telephone call handling service to IVHA customers wishing to report an emergency repair. The contract will be for 3+2 years.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### **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**

### **Section IV: Procedure**

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#### **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: no

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2016/S 112-198973](#)

##### **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**

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A contract/lot is awarded: yes

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

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

06/09/2016

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

Number of tenders received: 7

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

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

Official name: Call Miss Jones

Postal address: Rossett Business Park

Town: Rossett

NUTS code: UK United Kingdom

Postal code: LL12 0AY

Country: United Kingdom

The contractor is an SME: yes

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

Lowest offer: 115 200,00 GBP / Highest offer: 414 720,00 GBP taken into consideration

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

## **Section VI: Complementary information**

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

(MT Ref: 184291).

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

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

Official name: Irwell Valley Housing Association

Postal address: Paragon House, 48 Seymour Grove

Town: Manchester

Postal code: M16 0LN

Country: United Kingdom

E-mail: [michelle.cunningham@irwellvalleyha.co.uk](mailto:michelle.cunningham@irwellvalleyha.co.uk)

Telephone: +44 1616101000

Fax: +44 1618770660

Internet address: <http://www.irwellvalleyha.co.uk>

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

16/09/2016