

UK-Liverpool: call centre
OJ S 216/2012 09/11/2012
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Liverpool Mutual Homes

Postal address: Commutation Plaza, 1 Commutation Row

Town: Liverpool

Postal code: L3 8QF

Country: United Kingdom

Contact person: Procurement

For the attention of: Michael Bootman

E-mail: tenders@liverpoolmh.co.uk

Telephone: +44 1512352330

Internet address(es):

General address of the contracting authority: www.liverpoolmutualhomes.org

Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA15541

I.2. Type of the contracting authority

Other: Registered Social Landlord

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 service provision.

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: Merseyside.

NUTS code UKD5 Merseyside

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)

Liverpool Mutual Homes will be looking to appoint a contractor who can provide an out of hours service provision and provide a high level of service as part of a seamless arrangement maintaining the highest standard of professional integrity, customer care, reliability, accuracy

and value for money. The successful provider will be expected to aspire to the visions and values of LMH.

Further details are available in the PQQ document.

II.1.5. CPV code(s)

79512000 Call centre, 79510000 Telephone-answering services

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

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

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. Quality. Weighting 60

2. Price. Weighting 40

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

HMCS0811

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2011/S 234-379530](#) of 6.12.2011

Section V: Award of contract

Lot title: Liverpool mutual homes.

V.1. Date of conclusion of the contract

10.7.2012

V.2. Information about tenders

Number of tenders received: 2

V.3. Name and address of the contractor

Official name: Liverpool Direct Limited

Postal address: Venture Place, Sir Thomas Street

Town: Liverpool

Postal code: L1 6BW

Country: United Kingdom

Internet address: www.liverpooldirectlimited.co.uk

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

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

(MT Ref:94857).

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: The appeals process will follow the EU remedies directives.

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

VI.4. Date of dispatch of this notice

7.11.2012