

United Kingdom-Wolverhampton: Call centre  
OJ S 214/2016 05/11/2016  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto: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.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.housingprocurement.com/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.housingprocurement.com>

**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**

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.1.5. Estimated total value**

Value excluding VAT: 360 000,00 GBP

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

This contract is divided into lots: no

## **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). (Continued at Section VI.3 below).

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

Criteria below

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **II.2.6. Estimated value**

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 10/02/2017 End: 09/02/2022

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**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**

Please see Procurement Documents for all information and evaluation criteria.

**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: yes

**IV.2. Administrative information****IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 05/12/2016 Local time: 12:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates****IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

**IV.2.7. Conditions for opening of tenders**

Date: 05/12/2016 Local time: 12:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

Bromford Housing Group Limited also has three dormant entities / subsidiaries as follows:-  
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)

Queen Street Management Company (Lichfield) Limited, a Private Limited Company, incorporated under the Companies Act 2006 (registered number: 01764379).

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Cabinet Office

Postal address: 70 Whitehall

Town: London

Country: United Kingdom

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

04/11/2016