

**United Kingdom-Derby: Call centre**  
**OJ S 175/2020 09/09/2020**  
**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: Futures Housing Group  
Postal address: Asher Lane, Ripley  
Town: Derby  
NUTS code: UKF East Midlands (England)  
Postal code: DE% 3SW  
Country: United Kingdom  
E-mail: [procurementteam@futureshg.co.uk](mailto:procurementteam@futureshg.co.uk)  
Telephone: +44 3004562531

**Internet address(es):**

Main address: [www.procuringourfutures.co.uk](http://www.procuringourfutures.co.uk)  
Address of the buyer profile: [https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA15821](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA15821)

**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**

OOH Call Handling and Telecare Monitoring Service  
Reference number: FH321

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Futures Housing Group is looking to appoint a provider to manage our out of hours call handling and telecare response call monitoring service for a period of 3 years with the option to extend for a further 2 years. This tender has two lots to consider as described below:  
Lot 1: Work Stream OOH and Call Monitoring Service,  
Lot 2: Work Stream Warden Call Monitoring Service.

**II.1.6. Information about lots**

This contract is divided into lots: yes

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

Lowest offer: 90 000,00 GBP / Highest offer: 482 000,00 GBP taken into consideration

**II.2. Description****II.2.1. Title**

Out of Hours Call Handling Service

Lot No: 1

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

79512000 Call centre

**II.2.3. Place of performance**

NUTS code: UKF East Midlands (England)

Main site or place of performance: Derbyshire.

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

Cover all our out of hours telephone calls and to help our tenants make safe.

Available 24 hours a day, 365 days a year.

Must be TSA accredited platinum standard or equivalent.

Must have a robust disaster recovery process.

Carry out diagnostics and soft fixes.

Achieve 85 % service level (calls answered in under 60 seconds).

Archive under 5 % abandonment rate.

Daily incident log provided by 9 a.m. each working day.

Manage serious incidents in line with agreed FHG procedures.

Provide a local call rate number to ensure affordability for customers (premium rate numbers are unacceptable).

**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****II.2. Description****II.2.1. Title**

Telecare Response Call Monitoring Service

Lot No: 2

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

79512000 Call centre

**II.2.3. Place of performance**

NUTS code: UKF East Midlands (England)  
Main site or place of performance: Derbyshire.

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

Must be accredited under the TSA quality standards framework (or equivalent)  
Compatibility of monitoring centre to receive digital calls.  
Must support GPS tracking and other tracking devices.  
Support remote programming of devices if required.  
Must have a robust disaster recovery process.  
Ensure customer personal information is updated as requested by customers or FHG; this may also include updating device ID's.  
Set up and monitor temporary solutions in the event of hardwired/integrated device faults.  
Provide daily fault reports where external contractors have been requested to attend both during office hours and out of hours.

#### **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: yes

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

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

Notice number in the OJ S: [2020/S 049-117515](#)

##### **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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Lot No: 1

Title:

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**

01/07/2020

**V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

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

Official name: Appello Careline UK Ltd

Postal address: Oregon House, 19 Queensway

Town: New Milton

NUTS code: UKF East Midlands (England)

Postal code: BH25 5NN

Country: United Kingdom

The contractor is an SME: yes

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

Lowest offer: 90 000,00 GBP / Highest offer: 144 000,00 GBP taken into consideration

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Lot No: 2**

**Title:**

Telecare Response Call Monitoring Service

A contract/lot is awarded: yes

**V.2. Award of contract**

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

03/08/2020

**V.2.2. Information about tenders**

Number of tenders received: 8

Number of tenders received from SMEs: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

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

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

Official name: Astraline (Johnnie Johnson Housing Trust) Ltd

Postal address: Astra House, Spinners Lane  
Town: Poynton  
NUTS code: UKF East Midlands (England)  
Postal code: SK12 1GA  
Country: United Kingdom  
The contractor is an SME: yes

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

Lowest offer: 294 000,00 GBP / Highest offer: 482 000,00 GBP taken into consideration

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

(MT Ref:220521)

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Public Procurement Review Service

Postal address: Cabinet Office

Town: London

Country: United Kingdom

E-mail: [publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone: +44 3450103503

Internet address: <https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

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

04/09/2020