

**United Kingdom-Seaham: Call centre**  
**OJ S 246/2017 22/12/2017**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: County Durham Housing Group  
Postal address: Spectrum 6, Spectrum Business Park  
Town: Seaham  
NUTS code: UKC1 Tees Valley and Durham  
Postal code: SR7 7TT  
Country: United Kingdom  
E-mail: [procurement@cdhg.co.uk](mailto:procurement@cdhg.co.uk)  
Telephone: +44 1913497744  
**Internet address(es):**  
Main address: <https://www.countydurhamhousinggroup.co.uk/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.in-tendhost.co.uk/countydurhamhousinggroup>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted to the abovementioned address

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

Other type: Housing Association

**I.5. Main activity**

Other activity: Housing

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**Section II: Object**

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

**II.1.1. Title**

CDHG — Provision of an Out of Hours Call Handling Service  
Reference number: CDHG-2017 078

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The contract is for the provision of an Out Of Hours call handling service to County Durham Housing Group (CDHG) and its subsidiaries.

#### **II.1.5. Estimated total value**

Value excluding VAT: 145 000,00 GBP

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

This contract is divided into lots: no

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

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

79512000 Call centre, 79510000 Telephone-answering services

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

NUTS code: UKC1 Tees Valley and Durham

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

The contract is for the provision of an Out Of Hours call handling service to County Durham Housing Group and its subsidiaries to handle all calls outside of normal working hours.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

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

Duration in months: 36

This contract is subject to renewal: no

#### **II.2.10. Information about variants**

Variants will be accepted: yes

#### **II.2.11. Information about options**

Options: yes

Description of options:

2 x 2 year extensions.

#### **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 III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **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: 22/01/2018 Local time: 09:00

**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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 22/03/2018

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

Date: 22/01/2018 Local time: 10:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

**VI.3. Additional information**

Full details can be found in the procurement documents: <https://www.in-tendhost.co.uk/countydurhamhousinggroup.aspx/Home>

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: County Durham Housing Group

Town: Seaham

Postal code: SR7 7TT

Country: United Kingdom

E-mail: [procurement@cdhg.co.uk](mailto:procurement@cdhg.co.uk)

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

20/12/2017