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**Business Opportunity**

**Title: UK-Reading: Out of Business Hours (OOH) Call Handling Service Contract**

**Document Type: Contract Notice**

**Published By: Reading Borough Council**

**Date Published: 29 September 2016**

**Deadline Date: 28 October 2016**

## 1 Authority Details

### 1.1 Authority Name and Address

<b>Official Name:</b> <a href="#">Reading Borough Council</a>		
<b>Postal Address:</b> <a href="#">N/A</a>		
<b>Town:</b> <a href="#">Reading</a>	<b>Postal Code:</b>	<b>Country:</b> <a href="#">UK</a>
<b>For the attention of:</b> <a href="#">Ian Roberts</a>	<b>Telephone:</b> <a href="#">N/A</a>	
<b>E-Mail:</b>	<b>Fax:</b> <a href="#">N/A</a>	
<b>Internet Address (URL):</b>		

1.2 Address from which documentation may be obtained

As in 1.1

1.3 Completed documents must be returned to:

As in 1.1

## **2 Contract Details**

2.1 Title

Out of Business Hours (OOH) Call Handling Service Contract

2.2 Description of the goods or services required

As part of its service delivery, Reading Borough Council (RBC) is required to provide an Out of Hours (OOH) Call Handling Service for when its Call Centre, switchboard, Civic Offices and satellite offices are closed. The OOH service is required for both members of the public and the Council's internal departments.

The Council currently has in place arrangements for the provision of an Out of Hours Call Handling Service, however this is due to come to an end in January 2017.

The contractor will provide an Out of Hours Call Handling telephone response service on behalf of tenants and residents of Reading Borough Council; Affinity Housing Association and Catalyst Housing Association. The service to be available 365 days per year with coverage from 17:00 to 09:00 hours Monday to Friday and from 17:00 hours Friday to 09:00 Monday (weekend coverage).

The purpose of the service is to respond to emergency calls, but which good practice standards indicate should be responded to before the next working day and where delay could be detrimental to the individual caller or the physical integrity or security of RBC's leased and owned buildings, including the Civic Offices building, and equipment, facilities and services.

2.3 Notice Coding and Classification

2.4 Total quantity or scope of tender

Estimated Value : £12k pa

Contract Start : 03 January 2017

Contract End : 31 January 2020

## **3 Conditions for Participation**

3.1 Minimum standards and qualification required

## **4 Administrative Information**

4.1 Type of Procedure

The procedure type is unknown.

4.2 Reference number attributed to the notice by the contracting authority

RBC 00000162

4.3 Time Limits

Responses by 28-10-2016 Time 12:00

4.5 Language or languages in which tenders or requests to participate can be drawn up

EN

#### 4.6 Tender Submission Postbox

### 5 Other Information

#### 5.1 Additional Information

Please register on the following portal to participate:

<https://in-tendhost.co.uk/readingbc/asp/ProjectManage/162>

Date documents can be requested until : 28 October 2016

(MT Ref:194637)

#### 5.2 Additional Documentation

#### 5.3 Publication date of this notice

29-09-2016