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Tender

## **Telecare Monitoring/Response and OOH**

Viewpoint Housing Association

F02: Contract notice

Notice identifier: 2022/S 000-002658

Procurement identifier (OCID): ocds-h6vhtk-0310fc

Published 31 January 2022, 11:34am

The closing date and time has been changed to:

**10 March 2022, 12:00pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Viewpoint Housing Association

4 South Oswald Road

Edinburgh

EH9 2HG

#### **Contact**

Pamela Paton

#### **Email**

[info@viewpoint.co.uk](mailto:info@viewpoint.co.uk)

**Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

[www.viewpoint.org.uk](http://www.viewpoint.org.uk)

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11642](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11642)

**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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

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

Other type

Registered Social Landlord/Charity

**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**

Telecare Monitoring/Response and OOH

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The provision of Telecare Monitoring/Response and Out of Hours Repairs Service

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

This contract is divided into lots: No

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

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

- 79711000 - Alarm-monitoring services
- 79512000 - Call centre
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

As detailed in Appendix E - Address List of all Properties - Final

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

VHA is inviting applications from suitably experienced and skilled organisations to provide our tenants with a quality telecare alarm monitoring and response service and Out of Hours emergency repair and response service across our housing types.

The telecare service will include the monitoring of core alarms and linked peripheral devices such as pull cord activation, smoke and fire detection, door entry systems and movement sensors across our housing types of Enhanced Sheltered, Sheltered, Alarmed, Amenity and Retirement Housing as well as an appropriate and timely response to all alarms raised.

The Out of Hours emergency repair and response service will handle emergency repair calls outwith office hours across all of our housing types, logging repairs and co-ordinating with contractors to ensure repairs are responded to within VHA repair compliance timeframes.

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

Quality criterion - Name: Quality / Weighting: 60%

Cost criterion - Name: Cost of Service / Weighting: 40%

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract will last for three years from 1 June 2022 to 31st May 2025; with the possibility of a further two single year extensions through to 31st May 2027. The extension of the contract will be at the discretion of VHA Executive Management Team and subject to meeting the performance requirements within the key performance indicators. Please refer to Appendix F for more detail.

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

Variants will be accepted: No

#### **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

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## **Section III. Legal, economic, financial and technical information**

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

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As outlined in the attached VHA ITT- Telecare OOH Service 2022-2027 - Final

#### **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

### **III.2) Conditions related to the contract**

#### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

As outlined in the attached VHA ITT- Telecare OOH Service 2022-2027 - Final

#### **III.2.2) Contract performance conditions**

As outlined in the attached Appendix F - Key Performance Indicators - Final

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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**

Originally published as:

Date

3 March 2022

Local time

12:00pm

Changed to:

Date

10 March 2022

Local time

12:00pm

See the [change notice](#).

#### **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**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

3 March 2022

Local time

12:00pm

Place

VHA Head Office

Information about authorised persons and opening procedure

VHA Senior Officer

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### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 36 or 48 or 60 months

#### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

#### **VI.3) Additional information**

Please ensure that you comprehensively read and understand the attached "VHA ITT-Telecare OOH Service 2022-2027 - Final" document and all other associated documents, in particular in connection with the Global Questions Pass or Fail requirements and you complete and return all the required evidence in the required format the price schedule as requested in Excel.

The SPD process is attached via Section E. Global Question for All Selection Criteria. The criteria on the SPD are PASS or FAIL. You will pass the SPD Global Questions by completing and meeting all the criteria a set out in the attached. If you fail to provide all the required and requested information as below you will FAIL the SPD and in turn the Tender Requirements and you will be disqualified from the tender process.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=681225](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=681225).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:681225)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom