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Contract

Warden Call and Telecare Services Inspection, Repair & Maintenance

Hanover (Scotland) Housing Association Ltd

F03: Contract award notice

Notice identifier: 2024/S 000-006052

Procurement identifier (OCID): ocds-h6vhtk-0408ee

Published 26 February 2024, 9:29am

Section I: Contracting authority

I.1) Name and addresses

Hanover (Scotland) Housing Association Ltd

95 McDonald Road

Edinburgh

EH7 4NS

Contact

Malcolm McFarlane

Email

tenders@mjmconsultancy.co.uk

Country

United Kingdom

NUTS code

UKM - Scotland

National registration number

SC014738

Internet address(es)

Main address

<http://www.hanover.scot>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12742

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Warden Call and Telecare Services Inspection, Repair & Maintenance

Reference number

HAN -CR0465

II.1.2) Main CPV code

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

II.1.3) Type of contract

Services

II.1.4) Short description

Hanover (Scotland) is seeking a Warden Call and Telecare Services solution for its portfolio of homes across Scotland. This solution will deliver periodic testing, routine maintenance and repairs including a 24/7 / 365 days response capability for the restoration of critical services and a customer request service for fault reporting and resolution. To enable this, integration with existing Warden Call, Telecare and other Hanover systems will be required.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50330000 - Maintenance services of telecommunications equipment

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 38431200 - Smoke-detection apparatus
- 50320000 - Repair and maintenance services of personal computers
- 50413100 - Repair and maintenance services of gas-detection equipment
- 50413200 - Repair and maintenance services of firefighting equipment

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various across Scotland.

II.2.4) Description of the procurement

Hanover (Scotland) is seeking a Warden Call and Telecare Services solution for its portfolio of homes across Scotland. This solution will deliver periodic testing, maintenance and repairs including a 24/7 / 365 day response capability for the restoration of critical services and a customer request service for fault reporting and resolution. Some training will also be required. To enable this, integration with existing Warden Call, Telecare and other Hanover systems will be required. The new service will commence with confirmation of the asset baseline to establish condition and, from which, to develop and implement an appropriate preventative maintenance and equipment replacement schedule.

During the contract period the estate will undergo a digitisation programme. A number of properties' equipment will be upgraded and, post upgrade, a period of manufacturer warranty on the new/upgraded will apply. However, the equipment will still be required to be inspected by the Supplier during this period. Seamless support services will be required to be delivered during this period of transition from analogue, through a period of analogue / digital mix and on to a fully digital service. An open tender exercise will be carried out. Bidders will be required to provide a cost per development to carry out pre-planned maintenance to all equipment on site, as well as an hourly rate for callout services, for the commercial aspect. Bidders will also be required to provide answers to technical questions for the quality element

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.11) Information about options

Options: Yes

Description of options

A schedule of rates for replacement parts is also requested.

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

The service will operate in a framework of continuous improvement; bringing innovation, sharing ideas and implementing improvement measures. A Contract Operations' Manual will be jointly developed and cover process, management and governance on a day to day basis. It will also cover performance monitoring and dispute resolution.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-036182](#)

Section V. Award of contract

Contract No

CR0465

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 February 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

OpenView Security Solutions Limited

Unit 10 Amethyst Road Newcastle Business Park , Newcastle upon Tyne

Tyne & Wear

NE4 7YL

Telephone

+44 7921688148

Fax

+44 8450719111

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://openviewgroup.com/>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,500,000

Total value of the contract/lot: £1,500,000

Section VI. Complementary information

VI.3) Additional information

Tenders should be submitted using the Tender Documents provided in the 'Associated Documents' Section, which includes a document checklist.

To obtain any additional information please visit the Public Contracts Scotland Web Site at [https://www.publiccontractsscotland.gov.uk/\[To follow\]](https://www.publiccontractsscotland.gov.uk/[To follow])

(SC Ref:759127)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Sheriff Court House

Edinburgh

EH1 1LB

Country

United Kingdom