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Contract

Provision of a Call Monitoring and Alarm Receiving Centre to Respond to Community Alarm and Telecare Activations

North Ayrshire Council

F03: Contract award notice

Notice identifier: 2024/S 000-013026

Procurement identifier (OCID): ocds-h6vhtk-0415b6

Published 22 April 2024, 4:07pm

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Contact

William Tomelty

Email

williamtomelty@north-ayrshire.gov.uk

Telephone

+44 1294324354

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Call Monitoring and Alarm Receiving Centre to Respond to Community Alarm and Telecare Activations

Reference number

NAC/5158

II.1.2) Main CPV code

- 79711000 - Alarm-monitoring services

II.1.3) Type of contract

Services

II.1.4) Short description

Commencing 1st May 2024, North Ayrshire Council (“NAC”) requires a supplier to manage all call monitoring and call receiving in response to community alarm activations from vulnerable service users in the community, and to respond appropriately to those calls.

The Health and Social Care Partnership (“HSCP”) has approximately 4,500 service users with community alarms installed in their homes, and each service user is also likely to have a number of additional peripheral technologies (e.g. fall detectors, smoke alarms etc). It is anticipated that there will be approximately 22000 - 24000 foreground alarm activations each month.

The contract will be awarded using NACs standard conditions of contract for services.

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: £1,368,900

II.2) Description**II.2.2) Additional CPV code(s)**

- 79512000 - Call centre
- 35121700 - Alarm systems
- 33195000 - Patient-monitoring system
- 79711000 - Alarm-monitoring services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

NAC invites tenders for the provision of a call monitoring and alarm receiving centre to respond to community alarm and telecare activations as detailed in the Invitation to Tender (“ITT”).

NAC currently have arrangements in place for this requirement until 30th April 2024 and therefore the requirement is being tendered. The resultant contract will be for a period of one year commencing 1st May 2024 until 30th April 2025 with the option to extend by up to 36 months (three years) until 30th April 2028. Extensions will be at the sole discretion of NAC and subject to satisfactory performance and funding.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

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 000-032628](#)

Section V. Award of contract

Contract No

NAC/5158

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 April 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Hanover (Scotland) Housing Association Ltd

95 McDonald Road

Edinburgh

EH7 4NS

Telephone

+44 1315577465

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

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

Total value of the contract/lot: £1,368,900

Section VI. Complementary information

VI.3) Additional information

Lots are not being used for this tender for the reason stated below:

Nature of the contract not suitable for lots.

Quality Management Procedures

The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

Bidders may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

(SC Ref:764424)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Email

kilmarnock@scotcourts.gov.uk

Telephone

+44 1563550024

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