

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/025061-2021>

Contract

East Renfrewshire Council Telecare Alarm Receiving & Call- Handling System – Supply, Implementation, Support and Licensing/ Maintenance from Analogue to Digital Operation

East Renfrewshire Council

F03: Contract award notice

Notice identifier: 2021/S 000-025061

Procurement identifier (OCID): ocds-h6vhtk-02c4fc

Published 7 October 2021, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

East Renfrewshire Council

Eastwood HQ, Eastwood Park,

Giffnock

G46 6UG

Email

nora.nemeth@eastrenfrewshire.gov.uk

Telephone

+44 1415773669

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

<http://www.eastrenfrewshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00183

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

East Renfrewshire Council Telecare Alarm Receiving & Call- Handling System – Supply, Implementation, Support and Licensing/ Maintenance from Analogue to Digital Operation

Reference number

CE 19 20 003

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

East Renfrewshire Council is inviting tenders, from suitably qualified companies for the provision and installation of an Alarm Receiving Centre.

East Renfrewshire Council provides a 24/7/365 call handling services to c.3000 citizens within the Authority Area, handling a total of c.24000 incoming alarm calls and outbound calls per month. This is delivered through SLAs with East Renfrewshire HSCP for individuals (c.2537 clients), and for our Housing Services (323 scheme clients), and with a third party Housing Association (48 scheme clients) to deliver to telecare to citizens within group housing schemes. The telecare service is part of the drive to deliver social care in innovative ways within the community to meet the needs of the ageing population.

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: £290,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79711000 - Alarm-monitoring services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Open tender

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

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

II.2.14) Additional information

Economic operators 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.

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: [2021/S 000-015754](#)

Section V. Award of contract

Contract No

CE 21 22 003

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 October 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Enovation UK Limited

Suite 17 Link 665 Business Centre, Todd Hall Road

Haslingden, Rossendale, Lancashire

BB4 5HU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £290,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:669822)

VI.4) Procedures for review

VI.4.1) Review body

Paisley Sheriff and Justice of the Peace Court

Paisley

Country

United Kingdom