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Contract

## **East Renfrewshire Council Telecare Alarm Receiving & Call- Handing 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](mailto: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](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

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## **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.

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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.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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