

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/025211-2023>

Tender

Provision of: (1) an Alarm Receiving Centre (ARC) and Telecare Alarm Call Monitoring service, and (2) an Out of Hours Repairs Call Handling service, and (3) an Anti-Social Behaviour Call Handling service.

GRAND UNION HOUSING GROUP LIMITED

F02: Contract notice

Notice identifier: 2023/S 000-025211

Procurement identifier (OCID): ocds-h6vhtk-03f755

Published 26 August 2023, 11:49pm

Section I: Contracting authority

I.1) Name and addresses

GRAND UNION HOUSING GROUP LIMITED

K2, Timbold Drive

Milton Keynes

MK76BZ

Email

ken.murray@guhg.co.uk

Country

United Kingdom

Region code

UKJ12 - Milton Keynes

Companies House

RS007853

Internet address(es)

Main address

<https://www.guhg.co.uk/>

Buyer's address

<https://www.guhg.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/grandunionhousing>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/grandunionhousing>

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

Provision of: (1) an Alarm Receiving Centre (ARC) and Telecare Alarm Call Monitoring service, and (2) an Out of Hours Repairs Call Handling service, and (3) an Anti-Social Behaviour Call Handling service.

Reference number

ID-375

II.1.2) Main CPV code

- 79711000 - Alarm-monitoring services

II.1.3) Type of contract

Services

II.1.4) Short description

Grand Union Housing Group (GUHG) wishes to appoint an experienced service provider to deliver an Alarm Response Call Monitoring service, an Out of Hours Repairs Call Handling service, and an Anti-Social Behaviour Call Handling service on a 24/7/365 basis. The services will cover properties owned and / or managed by GUHG, privately owned properties and properties owned by others.

The Alarm Response Call Monitoring Service is for customers living in properties owned and / or managed by GUHG and in other privately owned properties. There is a customer base of circa 4,600 to be covered by this service, broken into two different business areas; (i) GUHG Life24 and (ii) Bedford Borough Council Telecare.

The Out of Hours Repairs Call Handling and Anti-Social Behaviour Call Handling services are for customers living in properties owned and / or managed by GUHG. There are circa 12,500 properties to be covered by these services.

The contract duration is for three years with the option to extend by up to a further two years via annual extensions. Any extension will be at the discretion of GUHG.

The estimated contract value is circa £130,000 to £180,000 (excl. VAT) per annum.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF24 - West Northamptonshire
- UKH2 - Bedfordshire and Hertfordshire
- UKJ12 - Milton Keynes
- UKJ13 - Buckinghamshire CC

Main site or place of performance

Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire.

II.2.4) Description of the procurement

The contract is for the provision of: (1) an Alarm Receiving Centre (ARC) and Telecare Alarm Call Monitoring service, and (2) an Out of Hours Repairs Call Handling service, and (3) an Anti-Social Behaviour Call Handling service.

Full details of the requirement can be found in the procurement documents.

Tender documents can be found at <https://in-tendhost.co.uk/grandunionhousing>. If not already registered, you will need to register on this website in order to be able to view and download the documents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

To be renewed upon the contract completion date. The contract is for 36 months with the Option to extend by up to a further 24 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option 1. The Employer retains the right to award extensions to the Contract Period thereby extending the Contract Period by up to a further 24 months from the expiry of the initial Contract Period. The decision as to whether an extension is awarded will be made by the Employer and communicated to the Contractor by no later than 3 months prior to the expiry of the initial Contract Period or any extended Contract Period referred to above.

Option 2. The Employer retains the right to incorporate information (in part or in full) included in the Contractor's tender Method Statement response into the Contract Specification.

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

In accordance with the provisions defined in the Tender Documents

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

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

Date

3 October 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

3 October 2023

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom