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Planning

Telecare Services Inspection, Repair & Maintenance

Hanover (Scotland) Housing Association Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-029666

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

Published 9 October 2023, 11:00am

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

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.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publiccontractsscotland.gov.uk>

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

Telecare Services Inspection, Repair & Maintenance

II.1.2) Main CPV code

- 50330000 - Maintenance services of telecommunications 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.1.5) Estimated total value

Value excluding VAT: £900,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50330000 - Maintenance services of telecommunications equipment

II.2.3) Place of performance

NUTS codes

- UKM9 - Southern Scotland

Main site or place of performance

Various across the Southern part of Hanover's Portfolio.

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. 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. 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.

II.2.14) Additional information

The service will operate within a framework of continuous improvement with which the service provider will be required to engage; bringing innovation, sharing ideas and implementing improvement measures to increase operational effectiveness/efficiency and drive out waste.

II.3) Estimated date of publication of contract notice

17 November 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

An Open Procurement procedure will be utilised.

Hanover (Scotland) will host an open online meeting on Wednesday 1st November 2023 at 12-1pm for interested suppliers to engage with Hanover repairs, housing, customer services and IT staff. This will provide an opportunity for suppliers to understand the current setup, requirements, future plan, business processes etc.

This event will be held online via Microsoft Teams. Suppliers that wish to attend this event should email tenders@mjmconsultancy.co.uk by no later than 25/10/23.

Potential suppliers will be given one week to reflect on the event and ask follow-up questions.

NOTE: To register your interest in this notice and 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])

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