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Contract

## **Out of Hours Emergency Telephony Service**

Aberdeenshire Council

F03: Contract award notice

Notice identifier: 2022/S 000-032494

Procurement identifier (OCID): ocds-h6vhtk-035b26

Published 16 November 2022, 12:59pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Aberdeenshire Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

#### **Email**

[cpssprocurement@aberdeencity.gov.uk](mailto:cpssprocurement@aberdeencity.gov.uk)

#### **Telephone**

+44 1467539600

#### **Country**

United Kingdom

#### **NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00232](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00232)

**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**

Out of Hours Emergency Telephony Service

Reference number

000-NUNP7755

**II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency

telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Currently these services are delivered in a variety of ways, both internal and external. It is felt that the Council could provide a consistent, value for money option through the award of an external contract to deliver these services.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £127,250 / Highest offer: £788,194.10 taken into consideration

### **II.2) Description**

#### **II.2.1) Title**

Social Care / Social Work and Homelessness Telephony Service

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 79511000 - Telephone operator services

#### **II.2.3) Place of performance**

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

#### **II.2.4) Description of the procurement**

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Aberdeenshire citizens requiring access to emergency Social Care/Social Work or

Homelessness services, must be able to request this by calling the Aberdeenshire Council Social Care line on 03456 08 12 06. This will be diverted to the supplier's contact centre out of office hours.

### **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

## **II.2) Description**

### **II.2.1) Title**

Housing Repairs and Dangerous Buildings Telephony Service

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79511000 - Telephone operator services

### **II.2.3) Place of performance**

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

### **II.2.4) Description of the procurement**

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency

telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Aberdeenshire Citizens requiring access to emergency Housing Repairs services, or the ability to report dangerous buildings, must be able to request this by calling the Aberdeenshire Council Housing line on 03456 08 12 03. This number will be diverted to the supplier's contact centre out of office hours.

#### **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

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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: [2022/S 000-022213](#)

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Social Care / Social Work and Homelessness Telephony Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

16 November 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 6

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: 6

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

#### **V.2.3) Name and address of the contractor**

SPS Doorguard Limited

The Octagon, 35 Baird Street

Glasgow

G4 0EE

Telephone

+44 1412041440

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: £39,750

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### **Section V. Award of contract**

#### **Lot No**

2

#### **Title**

Housing Repairs and Dangerous Buildings Telephony Service

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

16 November 2022

##### **V.2.2) Information about tenders**

Number of tenders received: 6

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: 0

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

**V.2.3) Name and address of the contractor**

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The contractor is an SME

Yes

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

Total value of the contract/lot: £87,500



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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:712436)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Aberdeen Sherriff Court

Union Street

Aberdeen

Country

United Kingdom