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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

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

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

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

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](#)

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

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

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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: £87,500

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