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Tender

## **Out of Hours (OOH) Telephony Services & Remote Fire Alarm Equipment Monitoring**

Wales and West Housing Association Ltd

F02: Contract notice

Notice identifier: 2024/S 000-033974

Procurement identifier (OCID): ocids-h6vhtk-04afb4

Published 21 October 2024, 2:49pm

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

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

Wales and West Housing Association Ltd

77 Parc Ty Glas, Llanishen

Cardiff

CF14 5DU

#### **Email**

[gary.snoad-jones@wwha.co.uk](mailto:gary.snoad-jones@wwha.co.uk)

#### **Telephone**

+44 8000522526

#### **Country**

United Kingdom

#### **NUTS code**

UKL - Wales

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0573](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0573)

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk/home.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/home.html>

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://etenderwales.bravosolution.co.uk/home.html>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Out of Hours (OOH) Telephony Services & Remote Fire Alarm Equipment Monitoring

Reference number

itt\_113589

#### **II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Wales & West require a contractor to deliver Out of hours Telephony services to deal with residents and contractors with regards to responsive repair works to our housing stock across Wales. It also includes remote fire alarm equipment monitoring to WWHA stock across Wales, taking the appropriate action when necessary.

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

This contract is divided into lots: No

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

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

- 79512000 - Call centre
- 79711000 - Alarm-monitoring services

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

NUTS codes

- UKL - Wales

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

Wales & West require a contractor to deliver Out of hours Telephony services to deal with residents and contractors with regards to responsive repair works to our housing stock across Wales. It also includes remote fire alarm equipment monitoring to WWHA stock across Wales, taking the appropriate action when necessary.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

2 x 12 month periods

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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 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

Information Commissioner's Office Data Protection Register Registration or equivalent.

Telecare Services Association Membership or equivalent

#### **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

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

22 November 2024

Local time

12:00pm

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

English, Welsh

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

22 November 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Following conclusion of this contract or at any earlier time subject early termination of the agreement.

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=145433](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=145433)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

As stipulated within the tender pack

(WA Ref:145433)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom