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Tender

## **Provision of Telecare & Out of Hours Calls Handling Service**

Scottish Borders Housing Association Ltdf

F02: Contract notice

Notice identifier: 2023/S 000-035543

Procurement identifier (OCID): ocds-h6vhtk-042123

Published 1 December 2023, 3:53pm

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

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

Scottish Borders Housing Association Ltdf

South Bridge House, Whinfield Road

Selkirk

TD7 5DT

#### **Contact**

Elaine Tully

#### **Email**

[etully@sbha.org.uk](mailto:etully@sbha.org.uk)

#### **Telephone**

+44 1750724444

#### **Country**

United Kingdom

**NUTS code**

UKM91 - Scottish Borders

**Internet address(es)**

Main address

<http://www.sbha.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11442](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11442)

**I.3) Communication**

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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**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**

Provision of Telecare & Out of Hours Calls Handling Service

Reference number

SBHA TC 0002

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

- 79711000 - Alarm-monitoring services

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

Services

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

Provision of Out of Hours alarm monitoring services and out of hour repairs calls services.

#### **II.1.5) Estimated total value**

Value excluding VAT: £190,000

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

This contract is divided into lots: No

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

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

- 79711000 - Alarm-monitoring services

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

NUTS codes

- UKM91 - Scottish Borders

Main site or place of performance

Selkirk

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

SBHA are seeking to provide an out of hours service for our care alarms calls and the provision of an out of hours repairs calls service and handling.

It is important that the successful supplier has knowledge and experience of Scottish Housing.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### **II.2.6) Estimated value**

Value excluding VAT: £190,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

2 year initial period followed by 3 separate extensions of 12 months

#### **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

#### **II.2.14) Additional information**

Please read all tender documents.

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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

Telephone call handling

Dealing with emergency situations

Dealing with vulnerable adults

##### **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

#### **III.2) Conditions related to the contract**

##### **III.2.2) Contract performance conditions**

Please see specification of requirements

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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

8 January 2024

Local time

12:00pm

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

English

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

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

8 January 2024

Local time

12:00pm

Place

Selkirk

Information about authorised persons and opening procedure

In line with SBHA tender opening procedures

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Top 3 scoring bids will be invited to present their bids on 15 January 2024 each session will last no more than 1 hour including question and answer sessions. All bidders to complete and return their choice of time no later than 8 January 2024.

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/Search/Search\\_Switch.aspx?ID=749377](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=749377).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

As an anchor institution in the Scottish Borders, SBHA will wish to explore the opportunity of community benefits and community wealth building in the contract time period.

(SC Ref:749377)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=749377](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=749377)

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

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

Selkirk Sherriff Court

Ettrick Terrace

Selkirk

TD5 9SE

Country

United Kingdom