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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

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

I.3) Communication

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

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

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

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

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.

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

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

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.

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Selkirk Sherriff Court

Ettrick Terrace

Selkirk

TD5 9SE

Country

United Kingdom