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Tender

Warden Call and Telecare Services Inspection, Repair & Maintenance

Hanover (Scotland) Housing Association Ltd

F02: Contract notice

Notice identifier: 2023/S 000-036182

Procurement identifier (OCID): ocids-h6vhtk-0408ee

Published 8 December 2023, 11:01am

The closing date and time has been changed to:

19 January 2024, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Hanover (Scotland) Housing Association Ltd

95 McDonald Road

Edinburgh

EH7 4NS

Contact

Malcolm McFarlane

Email

tenders@mjmconsultancy.co.uk

Country

United Kingdom

NUTS code

UKM - Scotland

National registration number

SC014738

Internet address(es)

Main address

<http://www.hanover.scot>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12742

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

<https://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

Warden Call and Telecare Services Inspection, Repair & Maintenance

Reference number

HAN -CR0465

II.1.2) Main CPV code

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

II.1.3) Type of contract

Services

II.1.4) Short description

Hanover (Scotland) is seeking a Warden Call and Telecare Services solution for its portfolio of homes across Scotland. This solution will deliver periodic testing, routine maintenance and repairs including a 24/7 / 365 days response capability for the restoration of critical services and a customer request service for fault reporting and resolution. To enable this, integration with existing Warden Call, Telecare and other Hanover systems will be required.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50330000 - Maintenance services of telecommunications equipment
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 38431200 - Smoke-detection apparatus
- 50320000 - Repair and maintenance services of personal computers
- 50413100 - Repair and maintenance services of gas-detection equipment
- 50413200 - Repair and maintenance services of firefighting equipment

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various across Scotland.

II.2.4) Description of the procurement

Hanover (Scotland) is seeking a Warden Call and Telecare Services solution for its portfolio of homes across Scotland. This solution will deliver periodic testing, maintenance and repairs including a 24/7 / 365 day response capability for the restoration of critical services and a customer request service for fault reporting and resolution. Some training will also be required. To enable this, integration with existing Warden Call, Telecare and other Hanover systems will be required. The new service will commence with confirmation of the asset baseline to establish condition and, from which, to develop and implement an appropriate preventative maintenance and equipment replacement schedule.

During the contract period the estate will undergo a digitisation programme. A number of properties' equipment will be upgraded and, post upgrade, a period of manufacturer warranty on the new/upgraded will apply. However, the equipment will still be required to be inspected by the Supplier during this period. Seamless support services will be required to be delivered during this period of transition from analogue, through a period of analogue /

digital mix and on to a fully digital service. An open tender exercise will be carried out. Bidders will be required to provide a cost per development to carry out pre-planned maintenance to all equipment on site, as well as an hourly rate for callout services, for the commercial aspect. Bidders will also be required to provide answers to technical questions for the quality element

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,500,000

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

Start date

1 March 2024

End date

28 February 2027

This contract is subject to renewal

Yes

Description of renewals

Up to 2 x 12-month renewals, potentially extending the duration to a total of 5 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

A schedule of rates for replacement parts is also requested.

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

The service will operate in a framework of continuous improvement; bringing innovation, sharing ideas and implementing improvement measures. A Contract Operations' Manual will be jointly developed and cover process, management and governance on a day to day basis. It will also cover performance monitoring and dispute resolution.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Included in Procurement documents.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: [2023/S 000-029666](#)

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

Originally published as:

Date

12 January 2024

Local time

12:00pm

Changed to:

Date

19 January 2024

Local time

12:00pm

See the [change notice](#).

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

Tender must be valid until: 21 May 2024

IV.2.7) Conditions for opening of tenders

Date

15 January 2024

Local time

12:00pm

Place

Hanover (Scotland) Head Office, Edinburgh

Information about authorised persons and opening procedure

To preserve the equity and confidentiality, two members of Hanover Scotland staff will open all Tenders on the designated date/time.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Mid2026.

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Tenders should be submitted using the Tender Documents provided in the 'Associated Documents' Section, which includes a document checklist.

To obtain any additional information please visit the Public Contracts Scotland Web Site at [https://www.publiccontractsscotland.gov.uk/\[To follow\]](https://www.publiccontractsscotland.gov.uk/[To follow])

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=751070.

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.

A sub-contract clause has been included in this contract. For more information see: <http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

Community Benefit Agreement

It is expected that this Contract will attract Community Benefits across the term of the contract. The Association will receive an agreed % Community Benefit Contribution per annum from the contractor to be used for any local or national Community Works, Community Support, Wellbeing, Social, Employment or Environmental Project. This will be based on the table below.

The agreed % value will be calculated based on the annual spend (split into 4 quarterly, 2 six monthly or 1 annual amount payable at the end of each quarter or six months or annually). Please note that the agreed % Community Benefit Contribution is for every year of the contract and based on each call of or direct award made from the contract.

The minimum level Community Benefit to be delivered from each procurement activity will be dependent on the contract value.

(SC Ref:751070)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=751070

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Sheriff Court House

Edinburgh

EH1 1LB

Country

United Kingdom