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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): ocds-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](mailto: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](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](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

<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

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## **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.

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## **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

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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.2.1) 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.

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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: 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](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](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](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