

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/038002-2023>

Contract

## **Telecare Monitoring/Response and OOH**

Viewpoint Housing Association

F03: Contract award notice

Notice identifier: 2023/S 000-038002

Procurement identifier (OCID): ocds-h6vhtk-0310fc

Published 29 December 2023, 12:18pm

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

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

Viewpoint Housing Association

4 South Oswald Road

Edinburgh

EH9 2HG

#### **Contact**

Pamela Paton

#### **Email**

[info@viewpoint.co.uk](mailto:info@viewpoint.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

[www.viewpoint.org.uk](http://www.viewpoint.org.uk)

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11642](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11642)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Other type

Registered Social Landlord/Charity

**I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

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

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

Telecare Monitoring/Response and OOH

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

- 79512000 - Call centre

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

Services

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

The provision of Telecare Monitoring/Response and Out of Hours Repairs Service

#### **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
- 79512000 - Call centre
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

As detailed in Appendix E - Address List of all Properties - Final

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

VHA is inviting applications from suitably experienced and skilled organisations to provide

our tenants with a quality telecare alarm monitoring and response service and Out of Hours emergency repair and response service across our housing types.

The telecare service will include the monitoring of core alarms and linked peripheral devices such as pull cord activation, smoke and fire detection, door entry systems and movement sensors across our housing types of Enhanced Sheltered, Sheltered, Alarmed, Amenity and Retirement Housing as well as an appropriate and timely response to all alarms raised.

The Out of Hours emergency repair and response service will handle emergency repair calls outwith office hours across all of our housing types, logging repairs and co-ordinating with contractors to ensure repairs are responded to within VHA repair compliance timeframes.

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

Quality criterion - Name: Quality / Weighting: 60%

Cost criterion - Name: Cost of Service / Weighting: 40%

#### **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

---

## **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: [2022/S 000-002658](#)

---

## **Section V. Award of contract**

### **Contract No**

N/a

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

---

## **Section VI. Complementary information**

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

Please ensure that you comprehensively read and understand the attached "VHA ITT-Telecare OOH Service 2022-2027 - Final" document and all other associated documents, in particular in connection with the Global Questions Pass or Fail requirements and you complete and return all the required evidence in the required format the price schedule as requested in Excel.

The SPD process is attached via Section E. Global Question for All Selection Criteria. The criteria on the SPD are PASS or FAIL. You will pass the SPD Global Questions by completing and meeting all the criteria a set out in the attached. If you fail to provide all the required and requested information as below you will FAIL the SPD and in turn the Tender Requirements and you will be disqualified from the tender process.

(SC Ref:754289)

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

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

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom