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Contract

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

Scottish Borders Housing Association Ltdf

F03: Contract award notice

Notice identifier: 2024/S 000-040512

Procurement identifier (OCID): ocids-h6vhtk-042123

Published 16 December 2024, 4:44pm

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £201,426

### **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.2.11) 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**

This contract was awarded in January 2024 this publication is a retrospective Award ensuring the administration of the tender is completed.

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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 000-035543](#)

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

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 February 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Hanover (Scotland) Housing Association Ltd

95 McDonald Road

Edinburgh

EH7 4NS

Telephone

+44 1315577465

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £201,426

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## **Section VI. Complementary information**

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

3 SUPPLIERS noted their interest. No bids were received by the Deadline, on identifying the reasons, the deadline was extended and 2 out of the 3 said they would return a bid, in the end only 1 did.

(SC Ref:785996)

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

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

Selkirk Sherriff Court

Ettrick Terrace

Selkirk

TD5 9SE

Country

United Kingdom