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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

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.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.1.6) 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.

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](#)

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

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