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Tender

CE-199-25 Measured Term Contract (MTC) for Servicing, Maintenance & Monitoring of Intruder Alarm Systems

South Ayrshire Council

F02: Contract notice

Notice identifier: 2025/S 000-078894

Procurement identifier (OCID): ocds-h6vhtk-05ecde

Published 2 December 2025, 12:40pm

Section I: Contracting authority

I.1) Name and addresses

South Ayrshire Council

County Buildings, Wellington Square

Ayr

KA7 1DR

Email

procurement@south-ayrshire.gov.uk

Telephone

+44 3001230900

Country

United Kingdom

NUTS code

UKM94 - South Ayrshire

Internet address(es)

Main address

<http://www.south-ayrshire.gov.uk/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00405

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CE-199-25 Measured Term Contract (MTC) for Servicing, Maintenance & Monitoring of Intruder Alarm Systems

Reference number

CE-199-25

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council requires to appoint, to a Measured Term Contract, a suitably experienced Service Provider to carry out Servicing, Maintenance and Monitoring of Intruder Alarms in operational properties throughout South Ayrshire.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 31625300 - Burglar-alarm systems
- 35121700 - Alarm systems
- 50000000 - Repair and maintenance services

II.2.3) Place of performance

NUTS codes

- UKM94 - South Ayrshire

II.2.4) Description of the procurement

The Council requires to appoint, to a Measured Term Contract, a suitably experienced Service Provider to carry out Servicing, Maintenance and Monitoring of Intruder Alarms in operational properties throughout South Ayrshire.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

1+1+1

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

It is a requirement of this procurement that Tenderers hold, or can commit to obtain, prior to the commencement of any subsequently awarded Contract, the accreditations indicated below:

For the purposes of this Contract, the Contractor and/or Sub Contractor who is responsible for all Intruder Alarm Systems must be accredited to the following standards, or equal:

1. BAFE Scheme: SP203-1 Intruder Alarms (Design, Installation, Commissioning & Maintenance) OR
2. SSAIB or NSI/NACOSS: Gold or Silver Medal (for Monitoring & Communication) AND SELECT or NICEIC

Evidence for this requirement will be requested at the “Request For Documentation” Stage.

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

During the period of the Contract Agreement, the Service Provider shall monitor and measure their performance against the Key Performance Indicators (KPIs) detailed below:

Cost – Category Weight (20%)

Invoice Accuracy – 50%

Cost Reduction Initiatives – 50%

Quality – Category Weight (30%)

Fit for Purpose – 50%

Contract Outcome – 40%

Continual Improvement / Innovation – 10%

Service – Category Weight (40%)

Complaints – 15%

Communication – 30%

Management Information – 25%

Accuracy – 30%

Sustainability – Category Weight (10%)

Sustainable Processes – 50%

Community Benefits – 50%

The above KPIs shall make up the Balanced Scorecard and will be used to score the Service Provider's / Supplier's performance. The Council's Contract Administrator and other relevant stakeholder shall score the Service Provider's / Supplier's against the expected results

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

Date

20 January 2026

Local time

12:00pm

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

20 January 2026

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: September 2030

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of The Public Contracts (Scotland) Regulations 2015 or regulation 8 of The Procurement (Scotland) Regulations 2016 .

Quality Control Requirements

Tenderers may be required to provide the following for Quality Control requirements:

EITHER:

Option A) If a Tenderer's organisation holds an UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with

BS EN ISO 9001 (or equivalent) a copy of the certificate may be requested.

OR

Option B) If a Tenderers organisation has a documented policy regarding quality management, a copy of the policy may be requested.

Guidance

The policy should set out your organisation's responsibilities for quality management. Demonstrating that your organisation has and continues to implement a quality management policy that is authorised by the Chief Executive or equivalent and is

periodically reviewed at a senior management level. The policy should be relevant to the nature and scale of the work to be undertaken and set out responsibilities for quality management throughout the organisation.

Quality Assurance/Health and Safety Requirements

Tenderers may be required to provide the following for Quality Assurance/Health and Safety Requirements:

EITHER:

Option A) If a Tenderer's organisation holds an UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent), or if a Tenderers organisation has, within the last twelve months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum, then a copy of the certificate may be requested.

OR,

Option B) If a Tenderers organisation has a policy for health and safety (H&S) management, then a copy of the policy may be requested.

Guidance

Organisations with less than five employees are not required by law to have a documented policy statement. The need to reduce documentary requirements on micro businesses in particular will be taken into account by the evaluation panel. Your policy should provide evidence that your organisation has a H&S policy that is endorsed by the chief executive officer and that it is regularly reviewed. The policy should be relevant to the nature and scale of the work and set out responsibilities for H&S management at all levels within your organisation. Your policy should be relevant to the nature and scale of your operations and set out your company's responsibilities of health and safety management and compliance with legislation.

Environmental Management Standards Requirements

Tenderers may be required to provide the following for Environmental Management Requirements:

EITHER:

Option A) If a Tenderer's organisation holds an UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or

a valid EMAS (or equivalent) certificate, then a copy of the certificate may be requested.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 30234.
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

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:

It has become clear that there is scope within the Procurement Reform (Scotland) Act 2014 which applies to public contracts, to use contracts to deliver wider social benefits such as:

- Targeted recruitment and training (providing employment and training opportunities/Apprenticeships)
- SME and social enterprise development
- Community engagement

As part of your tender response, Tenderers are requested to provide an outline of all community benefits they can offer for this contract.

(SC Ref:817335)

VI.4) Procedures for review

VI.4.1) Review body

Ayr Sheriff Court

Ayr

Country

United Kingdom