

United Kingdom-Birmingham: Business services: law, marketing, consulting, recruitment, printing and security

OJ S 9/2016 14/01/2016

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: WMCOE — Midland Heart

Postal address: 20 Bath Row

Town: Birmingham

Postal code: B15 1LZ

Country: United Kingdom

For the attention of: Keilah Ami

E-mail: ami.keilah@midlandheart.org.uk

Telephone: +44 12112345

Internet address(es):General address of the contracting authority: <http://www.midlandheart.org.uk/>**I.2. Type of the contracting authority**

Body governed by public law

I.3. Main activity

Housing and community amenities

I.4. Contract award on behalf of other contracting authorities**Section II: Object of the contract**

II.1. Description**II.1.1. Title**

Supply of Out of Hours Telephony Services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Midlands.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**II.1.4. Short description of the contract or purchase(s)**

Midland Heart is tendering for the provision of Out of Hours Telephony Services. The role of the supplier for this contract is to provide emergency repairs, anti-social behaviour services for all periods when Midland Heart's Customer Service Centre is not open. Repairs services will involve establishing the nature of the repair and, if the repair is an emergency, arranging for 1 of Midland Heart's designated repairs contractors to attend. Anti-social behaviour services will involve establishing the nature of the problem, signposting the customer to the relevant

authority. The services will be provided to all Midland Heart's General Needs and Care and Support properties including voids. Call volumes are expected to be circa 21 000 per annum. Contract is due to commence on the 1.4.2016 for a period of 2 years with an option to extend for the further 1 + 1 years based on satisfactory supplier performance and reviewing the current market at the time of the extension.

II.1.5. CPV code(s)

79000000 Business services: law, marketing, consulting, recruitment, printing and security

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 408 000 GBP

Including VAT. VAT rate (%) 20

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Price. Weighting 40
2. Quality. Weighting 60
3. Tenderer questionnaire — pass/fail

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

MH343

IV.3.2. Previous publication concerning this procedure

Section V: Award of contract

Lot title: Lot 1 — (Full Service)

V.1. Date of conclusion of the contract

11.1.2016

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Pinnacle Housing Limited (Pinnacle Connect)

Postal address: 1st Floor, 6 Street

Town: London

Postal code: EC4A 3AE
Country: United Kingdom
E-mail: Amanda.McDuff@pinnaclepsg.co.uk
Telephone: +44 1216664

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 408 000 GBP

If annual or monthly value:

Number of years: 4

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

Lot 1 awarded.

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

12.1.2016