

**UK-Bournemouth: telephone-answering services**  
**OJ S 11/2012 18/01/2012**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Raglan Housing Association

Postal address: 22-24 Oxford Rd

Town: Bournemouth

Postal code: BH8 8EZ

Country: United Kingdom

Contact person: Sheltered Housing

For the attention of: John Gordon

E-mail: [john.gordon@raglan.org](mailto:john.gordon@raglan.org)

Telephone: +44 2380658851

**Internet address(es):**

General address of the contracting authority: [www.raglan.org](http://www.raglan.org)

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA1526](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA1526)

**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**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

Warden Call Service.

**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: England.

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)**

To provide a warden call, Door Entry, and out of hours monitoring and response service to Raglan Housing Associations (RHA) Supported Sheltered and Leasehold for the Elderly stock.

**II.1.5. CPV code(s)**

79510000 Telephone-answering services

**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: 360 000 GBP  
excluding VAT

**Section IV: Procedure**

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**IV.1. Type of procedure****IV.1.1. Type of procedure**

Restricted

**IV.2. Award criteria****IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Quality. Weighting 60
2. Price. Weighting 40

**IV.2.2. Information about electronic auction****IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority**

2011-0012

**IV.3.2. Previous publication concerning this procedure****Contract notice**

Notice number in the OJ S: [2011/S 87-141772](#) of 5.5.2011

**Section V: Award of contract**

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Lot title: Warden Call Service.

**V.1. Date of conclusion of the contract**

25.11.2011

**V.2. Information about tenders**

Number of tenders received: 2

**V.3. Name and address of the contractor**

Official name: Carelineuk

Postal address: Oregon House 19 Queensway

Town: New Milton

Postal code: BH25 5NN

Country: United Kingdom

Internet address: [www.carelineuk.com](http://www.carelineuk.com)

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

## **V.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

#### **VI.2. Additional information**

(MT Ref:85255).

#### **VI.3. Procedures for review**

##### **VI.3.1. Review body**

##### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The contracting authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No 5) (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (generally within 3 months). Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be "ineffective".

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

#### **VI.4. Date of dispatch of this notice**

13.1.2012