

United Kingdom-Sevenoaks: Telephone-answering services

OJ S 15/2014 22/01/2014

Contract notice

Services

Directive 2004/18/EC**Section I: Contracting authority**

I.1. Name and addresses

Official name: West Kent Housing Association

Postal address: 101 London Road, Kent

Town: Sevenoaks

Country: United Kingdom

For the attention of: Steven Bennett

E-mail: steven.bennett@wkha.org.uk**Internet address(es):**General address of the contracting authority: www.westkent.org**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**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

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Out of Hours Telephone and Lifeline Telecare Provision.

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

Services

Service category No 27: Other services

NUTS code UKJ4 Kent

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement**II.1.5.**

Short description of the contract or purchase(s)

West Kent Housing Association (West Kent) wishes to appoint a contractor to provide an out of hours telephone contact service to residents when West Kent's customer service team is unavailable. West Kent also wishes to appoint a contractor to provide 24 hour monitoring of dispersed Lifeline telecare and sheltered scheme alarms (known as Emerald).

The requirement is split into two separate Lots. Lot 1 will be for the provision of the out of hours telephone contact services, and Lot 2 will be for the provision of 24 hour monitoring of dispersed Lifeline telecare and sheltered scheme alarms.

There will be a separate Contract for each Lot. Applicants may bid for one or both Lots.

Further details of each of the two Lots are set out in Annex B of this Notice and in the PQQ.

It is envisaged that the Lot 1 and Lot 2 Contracts will each last for an initial period of 10 years, with an option to extend for a further 5 years at West Kent's discretion, giving a total potential term of 15 years.

II.1.6. CPV code(s)

79510000 Telephone-answering services, 79711000 Alarm-monitoring services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The total combined value of the services to be carried out under the Lot 1 and Lot 2 Contracts is estimated to be approximately 65 000 GBP per annum, giving a total value of approximately 975 000 GBP over the potential 15 year term.

Estimated value excluding VAT: 975 000 GBP

II.2.2. Information about options

Options: yes

Description of options: It is envisaged that the Lot 1 and Lot 2 Contracts will each last for an initial period of 10 years, with an option to extend for a further 5 years at West Kent's discretion, giving a total potential term of 15 years.

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 180 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Out of hours service

1) Short description

This Lot is for the provision of an out of hours telephone contact service to residents including

repairs and housing emergencies while West Kent's customer service team is unavailable.
For further details of this Lot please refer to the PQQ

2) CPV code(s)

79510000 Telephone-answering services

3) Quantity or scope

The total value of the services to be carried out under this Lot is estimated to be approximately 25 000 GBP per annum, giving a total value of approximately 375 000 GBP over the potential 15 year term.

Estimated value excluding VAT: 375 000 GBP

4) Indication about different time frame or duration

Duration in months: 180 (from the award of the contract)

5) Additional information about lots

Lot No: 2

1) Short description

This Lot is for the provision of a Lifeline telecare service to residents, consisting of 24 hour monitoring of dispersed Lifeline telecare and sheletered scheme alarms.

For further details of this Lot please refer to the PQQ

2) CPV code(s)

79510000 Telephone-answering services, 79711000 Alarm-monitoring services

3) Quantity or scope

The total value of the services to be carried out under this Lot is estimated to be approximately 40 000 GBP per annum, giving a total value of approximately 600 000 GBP over the potential 15 year term.

Estimated value excluding VAT: 600 000 GBP

4) Indication about different time frame or duration

Duration in months: 180 (from the award of the contract)

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Parent company guarantees, performance bonds, warranties and/or deposits may be required.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

To be included in the contract documentation.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

In the event of a group of contractors submitting an acceptable offer it will be necessary to provide an undertaking that each company will be jointly and severally responsible for the due performance of the Contract.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: In accordance with Articles 45 to 50 of Directive 2004/18/EC and Regulations 23 to 25 of the Public Contracts Regulations 2006 and as set out in the PQQ.

III.2.2. Economic and financial ability

List and brief description of conditions: The information and formalities set out in Article 47 of Directive 2004/18/EC and Regulation 24 Public Contracts Regulations 2006. These requirements are set out in the PQQ.

Minimum level(s) of standards possibly required: Please refer to the PQQ referred to above

III.2.3. Technical and professional ability

List and brief description of conditions:

The information and formalities set out in Article 48 of Directive 2004/18/EC and Regulation 25 Public Contracts Regulations 2006. These requirements are set out in the PQQ.

Minimum level(s) of standards possibly required:

Please refer to the PQQ referred to above

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5: and Maximum number 6

Objective criteria for choosing the limited number of candidates: As set out in the PQQ

Applicants should note that the numbers stated above are the minimum and maximum number of Applicants that West Kent intends to invite to tender for each Lot.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

Out of Hours Telephone & Lifeline Telecare Provision

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

19.2.2014 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

A copy of the Pre Qualification Questionnaire for this procurement can be obtained by sending an email to: steven.bennett@wkha.org titled 'Out of Hours Telephone & Lifeline Telecare Provision'.

West Kent reserves the right to cancel the procurement and not to proceed with all or part of the Contracts.

West Kent will not, under any circumstances, reimburse any expense incurred by Applicants in preparing their PQQ or tender submissions.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Body responsible for mediation procedures

Official name: High Court

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: In accordance with Regulation 32, 32A and Part 9 of the Public Contracts Regulations 2006 (as amended)

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Cabinet Office

VI.5. Date of dispatch of this notice

20.1.2014