

United Kingdom-Scarborough: Information technology services
OJ S 47/2016 08/03/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Yorkshire Coast Homes
Postal address: Brook House, 4 Gladstone Road
Town: Scarborough
Postal code: YO12 7BH
Country: United Kingdom
For the attention of: Angela Starkey
E-mail: Angela.starkey@ych.org.uk
Telephone: +44 1723343073

Internet address(es):

General address of the contracting authority: www.ych.org.uk

Electronic access to information: www.delta-esourcing.com

Electronic submission of tenders and requests to participate: www.delta-esourcing.com

I.2. Type of the contracting authority

Other: housing association

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

24/7 Call Monitoring Service.

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

Services

Service category No 7: Computer and related services

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)

Information technology services to provide a service and facilities:

- Call handling software to meet Telecare Services Association (TSA) standards;
- Ability to identify individual personal and environmental sensor activation;
- 1 dedicated line for emergency calls;
- 24/7, all year round call monitoring service;

- At least 3 300 connections;
- Minimum of 2 x call handlers at any given time;
- Appropriate advice, reassurance, response to calls;
- Full disaster recovery system in place;
- Ability to respond to 100 % of all activations within 180 seconds;
- Effective emergency out of hours repairs call handling (to include repair diagnostic for priority assessment).

II.1.5. CPV code(s)

72222300 Information technology services

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

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Lowest offer 344 735 and Highest offer 1 188 432 GBP
excluding VAT

Section IV: Procedure

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

An electronic auction has been used: no

IV.3. Administrative information

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

24/7 Call Monitoring

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 202-366954](#) of 17.10.2015

Section V: Award of contract

V.1. Date of conclusion of the contract

23.2.2016

V.2. Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

V.3. Name and address of the contractor

Official name: Eldercare UK Ltd
Postal address: Burnley Road, Loveclough, Lancashire
Town: Rossendale
Postal code: BB4 8QL
Country: United Kingdom
E-mail: angela.starkey@ych.org.uk

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

Total value of the procurement:
Lowest offer 344 735 and Highest offer 1 188 432 GBP
If annual or monthly value:
Number of months: 36

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

The initial term will be 36 months but there will be 2 options to extend each of 12 months which are subject to satisfactory performance during the first 36 month period.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=193280924>

GO Reference: GO-201633-PRO-7847971.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Yorkshire Coast Homes
Postal address: Brook House, 4 Gladstone Road
Town: Scarborough
Postal code: YO12 7BH
Country: United Kingdom
E-mail: Angela.starkey@ych.org.uk
Telephone: +44 1723343073
Internet address: www.ych.org.uk

Body responsible for mediation procedures

Official name: Yorkshire Coast Homes
Postal address: Brook House, 4 Gladstone Road
Town: Scarborough
Postal code: YO12 7BH
Country: United Kingdom
E-mail: Angela.starkey@ych.org.uk
Telephone: +44 1723343073
Internet address: www.ych.org.uk

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Please contact Angela Starkey in the first instance.

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

Official name: Yorkshire Coast Homes

Postal address: Brook House, 4 Gladstone Road

Town: Scarborough

Postal code: YO12 7BH

Country: United Kingdom

E-mail: angela.starkey@ych.org.uk

Telephone: +44 1723343073

Internet address: www.ych.org.uk

VI.4. Date of dispatch of this notice

3.3.2016