

**United Kingdom-Wembley: Telephone-answering services**  
**OJ S 65/2017 01/04/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: London Borough of Brent  
Postal address: Brent Civic Centre, Engineers Way  
Town: Wembley  
NUTS code: UK United Kingdom  
Postal code: HA9 0FJ  
Country: United Kingdom  
Contact person: Ms Philippa Brewin  
E-mail: [philippa.brewin@brent.gov.uk](mailto:philippa.brewin@brent.gov.uk)  
Telephone: +44 2089371733

**Internet address(es):**

Main address: <http://www.brent.gov.uk/>  
Address of the buyer profile: <http://www.brent.gov.uk/>

**I.1. Name and addresses**

Official name: Brent Housing Partnership  
Postal address: Brent Civic Centre, Engineers Way  
Town: Wembley  
NUTS code: UK United Kingdom  
Postal code: HA9 0FJ  
Country: United Kingdom  
Contact person: Ms Philippa Brewin  
E-mail: [philippa.brewin@brent.gov.uk](mailto:philippa.brewin@brent.gov.uk)  
Telephone: +44 2089371733

**Internet address(es):**

Main address: [www.bhphousing.co.uk](http://www.bhphousing.co.uk)

**I.2. Information about joint procurement**

The contract involves joint procurement

**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**

Brent Out of Hours Telephone Answering Service.  
Reference number: DN219102

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The London Borough of Brent and Brent Housing Partnership (BHP) have a requirement for an Out of Hours Emergency Telephone Service, as follows:

— An Out of Hours emergency contact phone service excluding Meals on Wheels, Helpline / Telecare and ASC Out of Hours Emergency Duty Team (EDT) which are currently provided by Harrow Council.

— The inclusion of emergency Housing Repair calls for direct referral to the relevant contractors.

— The provision of a future option to include the ASC Out of Hours Emergency Duty Team (EDT) and BHP anti-social behaviour should the need arise.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 180 000,00 GBP

**II.2. Description****II.2.3. Place of performance**

NUTS code: UK United Kingdom

**II.2.4. Description of the procurement**

Contract for an Out of Hours Emergency Telephone Service, as follows:

— An Out of Hours emergency contact phone service excluding Meals on Wheels, Helpline / Telecare and ASC Out of Hours Emergency Duty Team (EDT) which are currently provided by Harrow Council. — The inclusion of emergency Housing Repair calls for direct referral to the relevant contractors. — The provision of a future option to include the ASC Out of Hours Emergency Duty Team (EDT) and BHP anti-social behaviour should the need arise.

The specification provides for an Out of Hours emergency phone service for both the Council and its 'Arm's Length Management Organisation' (ALMO) known as Brent Housing Partnership (BHP). BHP is a non profit-making company that provides housing services on behalf of the Council and which also manages the housing stock on behalf of the Council. BHP is owned by Brent Council and operates under the terms of a management agreement between the Council and BHP.

**II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

**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

### II.2.14. Additional information

#### Section IV: Procedure

---

##### IV.1. Description

###### IV.1.1. Type of procedure

Restricted procedure

###### IV.1.3. Information about a framework agreement or a dynamic purchasing system

###### 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 222-404507](#)

###### IV.2.8. Information about termination of dynamic purchasing system

###### IV.2.9. Information about termination of call for competition in the form of a prior information notice

#### Section V: Award of contract

---

##### Title:

Brent Out of Hours Telephone Answering Service

A contract/lot is awarded: yes

##### V.2. Award of contract

###### V.2.1. Date of conclusion of the contract

28/02/2017

###### V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: no

###### V.2.3. Name and address of the contractor

Official name: SPS Doorguard Limited

National registration number: SC113186

Postal address: 296 St Vincent Street

Town: Glasgow

NUTS code: UK United Kingdom

Postal code: G2 5RU

Country: United Kingdom

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

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 250 000,00 GBP

Total value of the contract/lot: 180 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

---

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: High Court Royal Courts of Justice

Postal address: Royal Courts of Justice

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

30/03/2017