

**United Kingdom-Dalkeith: Customer-care services**  
**OJ S 59/2018 24/03/2018**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Melville Housing Association Ltd

Postal address: The Corn Exchange, 200 High Street

Town: Dalkeith

NUTS code: UKM73 East Lothian and Midlothian

Postal code: EH22 1AZ

Country: United Kingdom

Contact person: Sean Dickson

E-mail: [sdickson@melville.org.uk](mailto:sdickson@melville.org.uk)

Telephone: +44 1316542733

Fax: +44 1316638855

**Internet address(es):**

Main address: <http://www.melville.org.uk>

Address of the buyer profile: [http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13582](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13582)

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

The contract is awarded by a central purchasing body

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.4. Type of the contracting authority**

Other type: Registered Social Landlord

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Tenancy support and money advice service tender

**II.1.2. Main CPV code**

79342320 Customer-care services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Tenancy support and money advice.

### **II.1.5. Estimated total value**

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: UKM75 Edinburgh, City of

NUTS code: UKM91 Scottish Borders

NUTS code: UKM95 South Lanarkshire

NUTS code: UKM73 East Lothian and Midlothian

NUTS code: UKM84 North Lanarkshire

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

Melville Housing Association wishes to renew its Tenancy Support and Money Advice Services. The contract will be for an initial 3 year period with a possible extension to 5 years by negotiation during year 3. Full information relating to this tender can be found in the tender document.

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Price / Weighting: 40

### **II.2.6. Estimated value**

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 06/08/2018 End: 05/08/2021

This contract is subject to renewal: yes

Description of renewals:

Initial 3 years but contract can be extended by a further 2 years.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **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 III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Care Inspectorate Registered.  
Financial Conduct Authority Registered.  
Money Advice Scotland Member.  
National Standards Accredited.

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **III.2. Conditions related to the contract**

### **III.2.1. Information about a particular profession**

Execution of the service is reserved to a particular profession

### **III.2.3. 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

## **Section IV: Procedure**

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### **IV.1. Description**

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

Open 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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 17/05/2018 Local time: 17:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 18/05/2018 Local time: 12:00

Place:

Melville Housing Association.

Information about authorised persons and opening procedure: Opening as per out in-house procedure after tender return. Authorised persons — Sean Dickson, Housing Services Manager plus Board members.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

Note: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at [http://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=536549](http://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=536549).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [http://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](http://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems. (SC Ref:536549).

Download the ESPD document here: [http://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=536549](http://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=536549).

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Melville Housing Association Ltd

Postal address: The Corn Exchange, 200 High Street

Town: Dalkeith

Postal code: EH22 1AZ

Country: United Kingdom

E-mail: [sdickson@melville.org.uk](mailto:sdickson@melville.org.uk)

Telephone: +44 1316542733

Fax: +44 1316638855

Internet address: <http://www.melville.org.uk>

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

23/03/2018