

United Kingdom-Sevenoaks: Telephone-answering services
OJ S 124/2014 02/07/2014
Contract award 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

Town: Sevenoaks

Postal code: Kent

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

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

Out of Hours Telephone & Lifeline Telecare Provision.

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: Kent, United Kingdom.

NUTS code

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)

West Kent Housing Association (West Kent) has procured Contracts for the provision of out of hours telephone contact services (the Lot 1 Contract) and 24 hour monitoring of dispersed Lifeline telecare and sheltered scheme alarms (the Lot 2 Contract)

Each Contract will 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.1.5. 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: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 975 000 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. As stated in the ITT

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

Out of Hours Telephone & Lifeline Telecare Provision.

IV.3.2. Previous publication concerning this procedure

Notice number in the OJ S: [2014/S 15-022964](#) of 22.1.2014

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Out of hours service

V.1. Date of conclusion of the contract

13.6.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Mears Limited (t/a Mears 24/7)

Postal address: 1390 Montpellier Court, Gloucester Business Park

Town: Gloucester

Postal code: GL3 4AH

Country: United Kingdom

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

Initial estimated total value of the contract/lot:

Value: 375 000 GBP
excluding VAT
Total value of the procurement:
Value: 375 000 GBP
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: 2

Lot No: 2

- Lot title: Lifeline telecare services

V.1. Date of conclusion of the contract

13.6.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Centra Pulse & Connect
Postal address: Circle House, 1-3 Highbury Station Road
Town: London
Postal code: N1 1SE
Country: United Kingdom

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

Initial estimated total value of the contract/lot:
Value: 600 000 GBP
excluding VAT
Total value of the procurement:
Value: 600 000 GBP
excluding VAT

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

VI.3. Procedures for review

VI.3.1. Review body

Official name: High Court
Body responsible for mediation procedures
Official name: High Court

VI.3.2. 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.3.3. Service from which information about the review procedure may be obtained

Official name: Cabinet Office

VI.4. Date of dispatch of this notice

27.6.2014