

**United Kingdom-Cwmbran: Call centre
OJ S 103/2019 29/05/2019
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bron Afon Community Housing Ltd

Postal address: Ty Bron Afon, William Brown Close, Llantarnam Industrial Park

Town: Cwmbran

NUTS code: UKL16 Gwent Valleys

Postal code: NP44 3AB

Country: United Kingdom

Contact person: Nick Abbott

E-mail: procurement@bronafor.org.uk

Telephone: +44 1633620111

Internet address(es):

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

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0811

I.1. Name and addresses

Official name: Tai Calon Community Housing Ltd

Postal address: Solis One, The Rising Sun Industrial Estate

Town: Blaina

NUTS code: UKL16 Gwent Valleys

Postal code: NP13 3JW

Country: United Kingdom

E-mail: info@taicalon.org

Telephone: +44 3003031717

Internet address(es):

Main address: www.taicalon.org

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1000

I.2. Information about joint procurement

The contract involves joint procurement

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of Out of Hours Call Handling and Alarm Monitoring
Reference number: 2018/BA1105/NA

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

The Contracting Authorities have requirements for an out of hours call handling and alarm monitoring service.

The Contracting Authorities sought a suitably accredited, experienced and skilled organisation ('Provider') to provide out of hours call monitoring and handling services and alarm monitoring services.

The provider will be expected to deliver all aspects of the service requirements for all of the Contracting Authorities that are party to this contract.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 475 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre, 79711000 Alarm-monitoring services

II.2.3. Place of performance

NUTS code: UKL16 Gwent Valleys

Main site or place of performance: It is anticipated that services will be provided across multiple county borough areas as per the above mentioned NUTS codes.

II.2.4. Description of the procurement

The Contracting Authorities sought a suitably accredited, experienced and skilled organisation ('Provider') to provide out of hours call monitoring and handling services and alarm monitoring services.

The provider will be expected to deliver all aspects of the service requirements for all of the Contracting Authorities that are party to this contract.

The provider shall provide an inbound telephony service for their customers when the business is closed or when the 'in hours' team are unavailable.

Bron Afon: Alarm Monitoring

The service includes the 24/7 monitoring of thirty-seven (37) fire alarms in communal areas of dwellings for the length of the contract.

Tai Calon: Alarm Monitoring

The service includes call monitoring services to our tenants within our sheltered schemes (222 units). In addition, we also have 220 dispersed piper alarms in the community. The units are Tunstall Lifeline Vi in the community and are connected to the main power supply and telephone line in a tenant's home.

The service includes 24/7 monitoring of all alarms including fire and smoke detector alarms both in individual flats and the communal areas of the sheltered schemes for the length of the contract.

There are multi sensors in the hallway of each individual flat. The hardwired equipment provided by Tunstall not only links into fire alarm systems but also door entry. We would need the provider to allow remote entry to the schemes and the main key safe operation.

In addition tenants with alarms have pendants which may be activated usually called a 'person trigger' we would expect the monitoring service to respond to such an activation.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 248-573818](#)

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

Contract No: 2018/BA1105/NA

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/04/2019

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Delta Wellbeing

Postal address: Unit 2, Heol Aur, Dafen Industrial Estate

Town: Llanelli

NUTS code: UKL14 South West Wales

Postal code: SA14 8QN

Country: United Kingdom

Telephone: +44 1554899488

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 475 000,00 GBP

Total value of the contract/lot: 475 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

(WA Ref:92555)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Bron Afon Community Housing Ltd

Postal address: Ty Bron Afon, William Brown Close, Llantarnam Industrial Park

Town: Cwmbran

Postal code: NP44 3AB

Country: United Kingdom

E-mail: procurement@bronafon.org.uk

Telephone: +44 1633620111

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

VI.5. Date of dispatch of this notice

24/05/2019