

United Kingdom-Birmingham: Miscellaneous business and business-related services

OJ S 192/2015 03/10/2015

Contract notice

Services

Directive 2004/18/EC**Section I: Contracting authority**

I.1. Name and addresses

Official name: WMCOE — Midland Heart

Postal address: 20 Bath Row

Town: Birmingham

Postal code: B15 1LZ

Country: United Kingdom

For the attention of: Keilah Ami

E-mail: ami.keilah@midlandheart.org.uk

Telephone: +44 1216664

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority**

National or federal agency/office

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 attributed to the contract by the contracting authority**

Supply of Out of Hours Telephony Services.

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: Midlands.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Midland Heart is tendering for the provision of Out of Hours Telephony Services. The role of the supplier for this contract is to provide emergency repairs, anti-social behaviour services for all periods when Midland Heart's Customer Service Centre is not open. Repairs services will involve establishing the nature of the repair and, if the repair is an emergency, arranging for one of Midland Heart's designated repairs contractors to attend. Anti-social behaviour services will involve establishing the nature of the problem, signposting the customer to the relevant authority. The services will be provided to all of Midland Heart's General Needs and Care & Support customers and members of the public. The contract covers all General Needs and Care & Support properties including voids. Call volumes are expected to be circa 21,000 per annum.

Contract is due to commence on the 1.4.2016 for a period of 2 years with an option to extend for 1+1 years based on supplier performance and reviewing the current market at the time of the extension.

II.1.6. CPV code(s)

79900000 Miscellaneous business and business-related services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Midland Heart is tendering for the provision of Out of Hours Telephony Services. The role of the supplier for this contract is to provide emergency repairs, anti-social behaviour services for all periods when Midland Heart's Customer Service Centre is not open. Repairs services will involve establishing the nature of the repair and, if the repair is an emergency, arranging for one of Midland Heart's designated repairs contractors to attend. Anti-social behaviour services will involve establishing the nature of the problem, signposting the customer to the relevant authority. The services will be provided to all of Midland Heart's General Needs and Care and Support customers and members of the public. The contract covers all General Needs and Care and Support properties including voids. Call volumes are expected to be circa 21 000 per annum.

The Tenderer Questionnaire (Appendix 9) is pass/fail criteria. The Supplier (as a stand alone business unit, not a Group) must be able to demonstrate a minimum annual turnover equivalent to 2 times the Contract value per annum. Suppliers are required to submit their most recent 2 years audited accounts; Midland Heart will also use Experian to download credit reports for all participating suppliers. The Experian report will be used to score the financial standing as part of Invitation To Tender (ITT).. It is a requirement that Midland Heart is satisfied you do not pose a risk for us to enter into a contract with; therefore Net Current Liabilities will also be assessed. Suppliers who do not meet this minimum turnover requirement are requested not to apply. Suppliers will be required to hold the following levels of Insurance: — Public Liability & Products Liability 5 000 000 GBP — Employers Liability 5 000 000 GBP

The estimated contract value is 90 000 GBP per annum. However Midland Heart are expecting suppliers to cost efficiently.

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Normal payment terms are 30 days on receipt of invoice.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Suppliers Instructions How to Express Interest in this Tender:

1. Register your company on the e-Sourcing portal (this is only required once):
 - Browse to the e-Sourcing Portal: <https://gemcsu.bravosolution.co.uk> and click the link to register.
 - Accept the terms and conditions and click 'continue'.
 - Enter your correct business and user details.
 - Note the user-name you chose and click 'Save' when complete.
 - You will shortly receive an e-mail with your unique password (please keep this secure).
2. Express an Interest in the tender:
 - Login to the portal with the user-name/password.
 - Click the 'ITTs Open To All Suppliers' link. (These are Invitations to Tender open to any registered supplier).
 - Click on the relevant ITT to access the content.
 - Click the 'Express Interest' button at the top of the page.
 - This will move the ITT into your 'My ITTs' page. (This is a secure area reserved for your projects only).
 - You can now access any attachments by clicking 'Buyer Attachments' in the 'ITT Details' box.
3. Responding to the tender:
 - Click 'My Response' under 'ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining).
 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification.
 - Note the deadline for completion, then follow the on-screen instructions to complete the ITT.
 - There may be a mixture of on-line and off-line actions for you to perform (there is detailed on-line help available) You must then submit your reply using the 'Submit Response' button at

the top of the page. If you require any further assistance please consult the on-line help, or contact the e-Tendering help-desk.

III.2.2. Economic and financial ability

List and brief description of conditions: The Tenderer Questionnaire (Appendix 9) is pass/fail criteria. The Supplier (as a stand alone business unit, not a Group) must be able to demonstrate a minimum annual turnover equivalent to 2 times the Contract value per annum. Suppliers are required to submit their most recent 2 years audited accounts; Midland Heart will also use Experian to download credit reports for all participating suppliers. The Experian report will be used to score the financial standing as part of Invitation To Tender (ITT).. It is a requirement that Midland Heart is satisfied you do not pose a risk for us to enter into a contract with; therefore Net Current Liabilities will also be assessed. Suppliers who do not meet this minimum turnover requirement are requested not to apply. Suppliers will be required to hold the following levels of Insurance: — Public Liability & Products Liability 5 000 000 GBP — Employers Liability 5 000 000 GBP

The estimated contract value is 90 000 GBP per annum. However Midland Heart are expecting suppliers to cost efficiently.

Minimum level(s) of standards possibly required: Suppliers must complete all pass/fail and scored sections in the ITT via the etendering portal for consideration of this contract (this includes all attached appendices that are stated in the ITT to be returned as part of your bid submission).

III.2.3. Technical and professional ability

List and brief description of conditions:

Suppliers must complete all pass/fail and scored sections in the ITT via the e-tendering portal for consideration of this contract (this includes all attached appendices that are stated in the ITT to be returned as part of your bid submission).

Tenderers are required to meet all requirements as set out in Appendix 2 (Specification) of the ITT.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

MH343

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 26.10.2015 - 15:00

IV.3.4. Time limit for receipt of tenders or requests to participate

26.10.2015 - 16:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

The Contracting Authority intends to use an e-Tendering system in this procurement exercise and reserves the right to use a reverse auction.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

28.9.2015