

United Kingdom-Cwmbran: Call centre
OJ S 152/2018 09/08/2018
Prior information 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

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.1. Name and addresses

Official name: Tai Tarian Ltd

Postal address: Ty Gwyn, Brunel Way' Baglan Energy Park

Town: Neath

NUTS code: UK United Kingdom

Postal code: SA11 2FP

Country: United Kingdom

E-mail: procurement@taitarian.co.uk

Telephone: +44 1639505890

Internet address(es):

Main address: <http://www.taitarian.co.uk>

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1087

I.1. Name and addresses

Official name: Newport City Homes

Postal address: Nexus House, Mission Court, Lower Dock Street

Town: Newport

NUTS code: UKL21 Monmouthshire and Newport

Postal code: NP20 2DW

Country: United Kingdom

E-mail: procurement@newportcityhomes.com

Telephone: +44 1633381111

Internet address(es):

Main address: www.newportcityhomes.com

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0869

I.1. Name and addresses

Official name: Valleys to Coast Housing Limited

Postal address: Tremains Business Park, Tremains Road

Town: Bridgend

NUTS code: UKL17 Bridgend and Neath Port Talbot

Postal code: CF31 1TZ

Country: United Kingdom

E-mail: procurement@v2c.org.uk

Telephone: +44 3001232100

Internet address(es):

Main address: <http://www.v2c.org.uk>

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA23627

I.1. Name and addresses

Official name: Merthyr Valleys Homes

Postal address: Ty Brychan, 22 Lansbury Road, Gellideg

Town: Merthyr Tydfil

NUTS code: UKL15 Central Valleys

Postal code: CF48 1HA

Country: United Kingdom

E-mail: info@mvhomes.org.uk

Telephone: +44 1685727772

Internet address(es):

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

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0873

I.1. Name and addresses

Official name: Monmouthshire Housing Group

Postal address: Nant Y Pia House, Mamhilad Technology Park, Mamhilad

Town: Monmouthshire

NUTS code: UKL21 Monmouthshire and Newport

Postal code: NP4 OJJ

Country: United Kingdom

E-mail: CustomerServices@monmouthshirehousing.co.uk

Telephone: +44 1495761017

Internet address(es):

Main address: www.monmouthshirehousing.co.uk

Address of the buyer profile: https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0882

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

Additional information can be obtained from the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://etenderwales.bravosolution.co.uk>

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

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

Bron Afon Community Housing Ltd («Bron Afon») and the other participating Contracting Authorities have requirements for an Out of Hours Call Handling and Alarm Monitoring Service. Bron Afon is interested to hear from suitably qualified, skilled and experienced providers who could deliver Bron Afon and the other participating Contracting Authorities with an Out of Hours Call Handling and Alarm Monitoring Service.

Bron Afon and the other participating Contracting Authorities are interested to find out more about the solutions providers are able to offer in respect of Out of Hours Call Handling and Alarm Monitoring Services in order to inform our development of a detailed specification for their requirements.

Interested Organisations should contact procurement@bronafon.org.uk to register their interest in this potential procurement and obtain further information.

II.1.5. Estimated total value

Value excluding VAT: 180 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

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

NUTS code: UKL17 Bridgend and Neath Port Talbot

NUTS code: UKL15 Central Valleys

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

II.2.4. Description of the procurement

The Contracting Authorities are seeking to appoint a suitably qualified, skilled and experienced organisation for the provision of out of hours call handling and alarm monitoring service. The successful tendering organisation will provide the services to all Contracting Authorities for the entire duration of the contract.

II.2.14. Additional information

II.3. Estimated date of publication of contract notice

02/11/2018

Section IV: Procedure

IV.1. Description

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

Section VI: Complementary information

VI.3. Additional information

Please note that this is a Prior Information Notice only and it is intended that a Contract Notice will be issued in due course. Therefore at this stage no Invitation to Tender documentation is available.

Note: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=82549

(WA Ref:82549)

VI.5. Date of dispatch of this notice

06/08/2018