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**United Kingdom-Cwmbran: Call centre
2018/S 152-348977**

Prior information notice

This notice is for prior information only

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**

Bron Afon Community Housing Ltd
Ty Bron Afon, William Brown Close, Llantarnam Industrial Park
Cwmbran
NP44 3AB
United Kingdom
Telephone: +44 1633620111
E-mail: procurement@bronafon.org.uk
NUTS code: UKL16

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**

Tai Calon Community Housing Ltd
Solis One, The Rising Sun Industrial Estate
Blaina
NP13 3JW
United Kingdom
Telephone: +44 3003031717
E-mail: info@taicalon.org
NUTS code: UKL16

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**

Tai Tarian Ltd
Ty Gwyn, Brunel Way' Baglan Energy Park
Neath
SA11 2FP
United Kingdom
Telephone: +44 1639505890

E-mail: procurement@taitarian.co.uk

NUTS code: UK

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**

Newport City Homes

Nexus House, Mission Court, Lower Dock Street

Newport

NP20 2DW

United Kingdom

Telephone: +44 1633381111

E-mail: procurement@newportcityhomes.com

NUTS code: UKL21

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**

Valleys to Coast Housing Limited

Tremains Business Park, Tremains Road

Bridgend

CF31 1TZ

United Kingdom

Telephone: +44 3001232100

E-mail: procurement@v2c.org.uk

NUTS code: UKL17

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**

Merthyr Valleys Homes

Ty Brychan, 22 Lansbury Road, Gellideg

Merthyr Tydfil

CF48 1HA

United Kingdom

Telephone: +44 1685727772

E-mail: info@mvhomes.org.uk

NUTS code: UKL15

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**

Monmouthshire Housing Group

Nant Y Pia House, Mamhilad Technology Park, Mamhilad

Monmouthshire

NP4 OJJ
United Kingdom
Telephone: +44 1495761017
E-mail: CustomerServices@monmouthshirehousing.co.uk
NUTS code: UKL21

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

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.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

79512000

79711000

II.2.3) **Place of performance**

NUTS code: UKL16

NUTS code: UKL17

NUTS code: UKL15

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