

United Kingdom-Scarborough: Information technology services

OJ S 202/2015 17/10/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Yorkshire Coast Homes

Postal address: Brook House, 4 Gladstone Road

Town: Scarborough

Postal code: YO12 7BH

Country: United Kingdom

For the attention of: Louise Chase

E-mail: louise.chase@consortiumprocurement.org.uk**Internet address(es):**General address of the contracting authority: www.ych.org.ukElectronic access to information: www.delta-esourcing.comElectronic submission of tenders and requests to participate: www.delta-esourcing.com**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**

Other: housing association

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**

24/7 call monitoring service.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

NUTS code UKE2 North Yorkshire

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)

Information technology services. Information technology services. to provide a service and facilities:

- Call handling software to meet Telecare Services Association (TSA) standards
- Ability to identify individual personal and environmental sensor activation
- One dedicated line for emergency calls
- 24/7, all year round call monitoring service
- At least 3 300 connections
- Minimum of 2 x call handlers at any given time
- Appropriate advice, reassurance, response to calls
- Full disaster recovery system in place
- Ability to respond to 100 % of all activations within 180 seconds
- Effective emergency out of hours repairs call handling (to include repair diagnostic for priority assessment).

II.1.6. CPV code(s)

72222300 Information technology services

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

To provide a service and facilities:

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II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

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

Duration in months: 36 (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

YCH Contract Terms and Conditions will apply.

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

Consortia bids will be reviewed on their merits but would be acceptable.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Satisfactory delivery of all / any KPI's and / or service standards as set out in the ITT /Tender.

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: Candidates are deemed to understand fully the process that Yorkshire Coast Homes is required to follow under the relevant European and UK legislation, particularly in relation to EU Procurement Directive 2014/24/EU and the Public Contracts Regulations 2015 that enforce this directive

Responses to this PQQ will be assessed as follows:

All PQQs will be assessed against the total available score of 60 points.

Evaluation criteria

Section A — Details of your organisation — for information purposes only.

Section B — Insurance Information — Pass / Fail

Section C — Grounds for rejection — Pass / Fail

Section D — Economic and Financial standing — Pass / Fail

Section E — Technical and professional — Scored

Q110 marks

Q210 marks

Q310 marks

Q4PASS / FAIL and up to -10 score

Q5PASS / FAIL

Q630 marks

Section F — Policies — Pass / Fail

Further information can be found within the documentation provided.

III.2.2. Economic and financial ability

List and brief description of conditions: (a) Appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance

(b) The presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established

(c) A statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available

Yorkshire Coast Homes will seek to understand the financial stability of the organisation from the information provided and the member/organisation's review will incorporate understanding of the organisation's :

- Return on capital employed
- Gross and net profit margin
- Turnover of capital employed
- Stock turnover period
- Debtor collection period
- Creditor payment period
- Short and long term solvency

Where Yorkshire Coast Homes views, from the consolidated information that there are significant financial or operating risks or inconsistencies in the financial information provided this will likely constitute a fail. Parent company guarantees may be requested if appropriate.

III.2.3. Technical and professional ability

List and brief description of conditions:

(b) a list of the principal deliveries effected or the main services provided in the past three years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given: — where the recipient was a contracting authority, in the form of certificates issued or countersigned by the competent authority, — where the recipient was a private purchaser, by the purchaser's certification or, failing this, simply by a declaration by the economic operator

(c) an indication of the technicians or technical bodies involved, whether or not belonging directly to the economic operator's undertaking, especially those responsible for quality control and, in the case of public works contracts, those upon whom the contractor can call in order to carry out the work

(d) A description of the technical facilities and measures used by the supplier or service provider for ensuring quality and the undertaking's study and research facilities

(e) Where the products or services to be supplied are complex or, exceptionally, are required for a special purpose, a check carried out by the contracting authorities or on their behalf by a competent official body of the country in which the supplier or service provider is established, subject to that body's agreement, on the production capacities of the supplier or the technical capacity of the service provider and, if necessary, on the means of study and research which are available to it and the quality control measures it will operate

(f) The educational and professional qualifications of the service provider or contractor and/or those of the undertaking's managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work

(g) For public works contracts and public services contracts, and only in appropriate cases, an indication of the environmental management measures that the economic operator will be able to apply when performing the contract

(h) A statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last three years

(j) An indication of the proportion of the contract which the services provider intends possibly

to subcontract
as outlined in the pre qualification questionnaire and / or the Invitation to Tender documents.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

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

Envisaged minimum number 5

Objective criteria for choosing the limited number of candidates: A minimum of 5 bidders achieving the required Pass levels and highest scores will be invited from the PQQ to the ITT stage. YCH will award the contract to a single supplier.

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 Criteria below

1. Quality. Weighting 60
2. Price. Weighting 40

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

24/7 Call Monitoring Service

IV.3.2. Previous publication concerning this procedure

no

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

Payable documents: no

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

11.11.2015 - 17:00

IV.3.5.

Estimated date of dispatch of invitations to tender or to participate to selected candidates

4.12.2015

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

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender. The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SME). However any selection of tenderers will be based solely on the criteria as set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender. The initial term will be 36 months but there will be two options to extend each of 12 mths which are subject to satisfactory performance during the first 36 month period, Consortium Procurement are facilitating the tender process on behalf of Yorkshire Coast Homes.

The PQQ access code is: E4Y85XRND4

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Scarborough:-Information-technology-services./E4Y85XRND4>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/E4Y85XRND4>

GO Reference: GO-20151012-PRO-7183107.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Yorkshire Coast Homes

Postal address: Brook House, 4 Gladstone Road

Town: Scarborough

Postal code: YO12 7BH

Country: United Kingdom

Telephone: +44 1723343073

Body responsible for mediation procedures

Official name: Yorkshire Coast Homes

Postal address: Brook House, 4 Gladstone Road

Town: Scarborough
Postal code: YO12 7BH
Country: United Kingdom
Telephone: +44 1723343073
Internet address: www.ych.org.uk

VI.4.2. Review procedure

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

Official name: Yorkshire Coast Homes
Postal address: Brook House, 4 Gladstone Road
Town: Scarborough
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Country: United Kingdom
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Internet address: www.ych.org.uk

VI.5. Date of dispatch of this notice

12.10.2015