

**United Kingdom-Cranfield: Alarm-monitoring services**

OJ S 164/2019 27/08/2019

**Contract notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Grand Union Housing Group

Postal address: Derwent House, Cranfield Technology Park, University Way

Town: Cranfield

NUTS code: UKH East of England

Postal code: MK43 0AZ

Country: United Kingdom

Contact person: Patricia Conway

E-mail: [pconway@inprovagroup.com](mailto:pconway@inprovagroup.com)**Internet address(es):**Main address: <https://www.guhg.co.uk/>Address of the buyer profile: <https://in-tendhost.co.uk/procurementforhousing>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/procurementforhousing>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/procurementforhousing>

Tenders or requests to participate must be submitted to 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://in-tendhost.co.uk/procurementforhousing>**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**

Grand Union Housing Group — Telecare – Call-Monitoring Services

Reference number: PfHCon/00000028

**II.1.2. Main CPV code**

79711000 Alarm-monitoring services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Grand Union Housing Group wish to procure a contract with a service provider for the provision of call-monitoring services on a 24/7/365 basis for approximately 6 000 customers which includes properties owned by Grand Union Housing Group ('GUHG'), privately owned and properties owned by others. The customer base is broken into 3 different business areas:

- (i) GUHG Life24;
- (ii) Bedford Borough Telecare; and
- (iii) Central Bedfordshire Telecare.

It is intended that the contract will run for an initial term of 3 years, extendable for a further term of 2 years via annual extensions. The estimated contract value is c.135 000 GBP per annum (exc VAT), based on three business areas identified above, therefore the figures are subject to change during the contract term. Procurement for housing have been appointed by Grand Union Housing Group to facilitate this tendering exercise.

### **II.1.5. Estimated total value**

Value excluding VAT: 675 000,00 GBP

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

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

79711000 Alarm-monitoring services, 79512000 Call centre, 85000000 Health and social work services, 64200000 Telecommunications services, 79511000 Telephone operator services, 35121700 Alarm systems, 71700000 Monitoring and control services

### **II.2.3. Place of performance**

NUTS code: UKH East of England

Main site or place of performance:

### **II.2.4. Description of the procurement**

As per Section II.1.4) — Short description.

### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 675 000,00 GBP

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/04/2020 End: 31/03/2023

This contract is subject to renewal: yes

Description of renewals:

It is intended that the contract will run for an initial term of 3 years, extendable for a further term of 2 years via annual extensions. Any extension will be at the discretion of Grand Union Housing Association. The estimated value included at Section II.2.6) — Estimated value, is the maximum for the 5-year contract term.

### **II.2.10.**

### **Information about variants**

Variants will be accepted: no

#### **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 III: Legal, economic, financial and technical information**

---

#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As detailed in the procurement documentation.

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.2. Conditions related to the contract**

##### **III.2.2. Contract performance conditions**

As detailed in the procurement documentation.

### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 27/09/2019 Local time: 16:00

##### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.7.**

## Conditions for opening of tenders

Date: 27/09/2019 Local time: 16:15

Place:

Electronic procurement.

## Section VI: Complementary information

---

### VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

3-5 years.

### VI.3. Additional information

Grand Union Housing Group ('GUHG') have been providing affordable housing since 1994, following an initial stock transfer of 2 896 homes from Mid Bedfordshire District Council on 3 October that year. Known then as Mid Beds Housing Association, the organisation completed their first development scheme in Marston Moretaine the following year and moved into their Ampthill office in 1996. In 1999 the name changed to Aragon Housing Association and 12 months later MacIntyre Housing Association joined as a charitable subsidiary providing homes for adults with learning disabilities. A second stock transfer of 3 100 homes from Mid Beds District Council was completed in 2001. In 2006, the organisation was chosen by South Northants Council as its partner to form a new housing association, to be called South Northants Homes to receive the transfer of 2 900 properties from its housing stock. Following this transfer, 2 years later on 17.3.2008, Grand Union Housing Group was formed, consisting of Aragon, MacIntyre and South Northants Homes. By 2012 the group had moved into new offices in Towcester and Cranfield, converted Aragon to charitable status, appointed their first apprentices, and opened their pioneering dementia care scheme, Flowers House, in Bletchley. MacIntyre was officially absorbed into Aragon in 2016, and in November the following year, Rockingham Forest Housing joined the Group. On 1.10.2018 they officially unified, bringing Aragon, Rockingham Forest Housing and South Northants Homes together as Grand Union. The group have now been in business for almost 25 years and provide 12 000 homes for more than 27 000 people across Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire. GUHG has a 73 000 000 GBP turnover social business with more than 300 staff. Mission GUHG's mission is more homes, stronger communities, better lives. They build affordable homes, provide personal support and care, and help people to learn, work and be healthy. They are a financially stable and innovative not-for-profit organisation that believes in partnership and collaboration. GUHG plan to build 1 500 more new homes by 2020. Vision GUHG is passionate about building more homes, stronger communities and better lives in Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire. With a solid business and a sincere social heart, their homes, services and partnerships support thriving households and communities, influence policy and create growth to do more. By 2020 GUHG aim to:

- double the number of new homes that they build each year, enabling more people to rent or own a home that they can afford,
- deliver an ambitious, expanded programme of high-quality services that customers want, in a way that they want to receive them, whilst improving the well-being of those who need extra support, particularly the elderly,
- be a force for positive change by investing in homes and local communities to reduce fuel poverty, support people into work and provide opportunities for young people, and
- give employees rewarding careers by investing in them and enabling them to exceed the expectations of customers.

Values GUHG values are important to the organisation and underpin everything they do:

- integrity: they deliver their promises and are clear about what they can and cannot do;
- respect: they listen to and respect their customers and everyone we work with,
- quality: they always aim to provide excellent services and products,
- innovation: they look for innovative solutions to resolve problems, deliver outcomes and achieve value for money, and
- teamwork: they believe they can achieve far more by working together in partnership.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

##### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Grand Union Housing Group will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 (SI2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales, and Northern Ireland).

##### **VI.5. Date of dispatch of this notice**

23/08/2019