

**United Kingdom-Staines-upon-Thames: Software package and information systems**  
**OJ S 197/2017 13/10/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Hanover Housing Association

Postal address: Hanover House, 1 Bridge Close

Town: Staines-upon-Thames

NUTS code: UK United Kingdom

Postal code: TW18 4TB

Country: United Kingdom

E-mail: nicola.steggles@hanover.org.uk; procurement@hanover.org.uk

Telephone: +44 1784446051

**Internet address(es):**

Main address: [www.hanover.org.uk](http://www.hanover.org.uk)

Address of the buyer profile: <https://hanover.bravosolution.co.uk/web/login.shtml>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Telecare Monitoring System (software).

Reference number: HHA-466

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Contract award notice.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 430 000,00 GBP

## **II.2. Description**

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

NUTS code: UKC North East (England)

NUTS code: UKD North West (England)

NUTS code: UKE Yorkshire and the Humber

NUTS code: UKF East Midlands (England)

NUTS code: UKG West Midlands (England)

NUTS code: UKH East of England

NUTS code: UKI London

NUTS code: UKJ South East (England)

NUTS code: UKK South West (England)

Main site or place of performance: Further detailed in the tender documents.

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

Contract award notice.

Hanover on Call (HOC) is seeking to upgrade its existing telecare monitoring system to achieve the following outcomes:

— Alignment with Hanover's telephony and data centre infrastructure requirements as we relocate our office in 2018;

— Providing modern ways of working in line with current industry standards with a greater level of automation for HOC agents and support team;

— It future proofs the service to enable the service to expand to provide services to 3rd parties.

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

Quality criterion - Name: Price / Weighting: 30

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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 IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure Accelerated procedure Justification:

Hanover's existing analogue telecare monitoring system will no longer be able to operate at the new Chippenham office location as analogue telephony will not be supported. Staff will be based at the new Chippenham offices from December 2017, so in order to allow for tendering, contract award and 3 months mobilisation to meet the December timescales 2017, an accelerated open tender procedure is required.

#### **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: no

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 115-231735](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## **Section V: Award of contract**

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**Contract No:** HHA-466

**Title:**

Telecare Monitoring Services

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

10/10/2017

#### **V.2.2. Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

#### **V.2.3. Name and address of the contractor**

Official name: Volt Delta International

Postal address: Compass Point, 79-87 Kingston Road

Town: Staines-upon-Thames

NUTS code: UKI London

Postal code: TW18 1DT

Country: United Kingdom

The contractor is an SME: no

#### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 430 000,00 GBP

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

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

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

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS  
Country: United Kingdom

**VI.4.2. Body responsible for mediation procedures**

Official name: Minister for the Cabinet Office acting through Crown Commercial Service  
Postal address: Rosebery Court, St Andrews Business Park  
Town: Norwich  
Postal code: NR7 0HS  
Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:  
OJEU procedures include a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. Such information should be requested from Hanover Housing Association. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 (SI 2015 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). Any such action must be brought promptly.

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Minister for the Cabinet Office acting through Crown Commercial Service  
Postal address: Rosebery Court, St Andrews Business Park  
Town: Norwich  
Postal code: NR7 0HS  
Country: United Kingdom

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

10/10/2017