

United Kingdom-Cwmbran: Call centre
OJ S 248/2018 26/12/2018
Contract 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

Contact person: Nick Abbott

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.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etenderwales.bravosolution.co.uk/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etenderwales.bravosolution.co.uk/>

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

Provision of 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

The contracting authorities have requirements for an out of hours call handling and alarm monitoring service.

The contracting authorities are seeking a suitably accredited, experienced and skilled organisation ("provider") to provide out of hours call monitoring and handling services and alarm monitoring services.

The provider must be able to deliver all aspects of the service requirements for all of the contracting authorities that are party to this contract.

II.1.5. Estimated total value

Value excluding VAT: 475 000,00 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

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 a suitably accredited, experienced and skilled organisation ("provider") to provide out of hours call monitoring and handling services and alarm monitoring services.

The provider must be able to deliver all aspects of the service requirements for all of the contracting authorities that are party to this contract.

The provider shall provide an inbound telephony service for their customers when the business is closed or when the “in hours” team are unavailable.

Bron Afon — alarm monitoring.

The service must include the 24/7 monitoring of thirty-seven (37) fire alarms in communal areas of dwellings for the length of the contract.

Tai Calon — alarm monitoring.

The service must include call monitoring services to our tenants within our sheltered schemes (222 units). In addition, we also have 220 dispersed piper alarms in the community. The units are Tunstall Lifeline Vi in the community and are connected to the main power supply and telephone line in a tenant’s home.

The service must include 24/7 monitoring of all alarms including fire and smoke detector alarms both in individual flats and the communal areas of the sheltered schemes for the length of the contract.

There are multi sensors in the hallway of each individual flat. The hardwired equipment provided by Tunstall not only links into fire alarm systems but also door entry. We would need the provider to allow remote entry to the schemes and the main key safe operation.

In addition, tenants with alarms have pendants which may be activated usually called a “person trigger”, we would expect the monitoring service to respond to such an activation.

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: 475 000,00 GBP

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

Start: 03/04/2019 End: 02/04/2021

This contract is subject to renewal: yes

Description of renewals:

The initial term contract term shall be two (2) years with the option to extend by up to three (3) further periods of up to twelve (12) months each or any combination of periods to a maximum contract duration of five (5) years.

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

Bron Afon is undertaking this procurement process electronically using the electronic tendering system eTenderWales provided by Jaggaer. eTenderWales can be accessed via <https://etenderwales.bravosolution.co.uk>. In order to access the invitation to tender documentation prospective tendering organisations must create a free account within eTenderWales if they do not already have one.

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:

Tendering organisations must hold:

- Information Commissioner's Office Data Protection Register Registration or equivalent,
- Telecare Services Association Membership or equivalent.

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 152-348977](#)

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

Date: 16/01/2019 Local time: 12:00

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 16/01/2019 Local time: 12:00

Place:

Registered Office of Bron Afon Community Housing Ltd.

Information about authorised persons and opening procedure: Persons authorised in accordance with Bron Afon Community Housing Ltd's procurement and contract rules available from www.bronafon.org.uk

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Following conclusion of this contract or at any earlier time subject early termination of the agreement.

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

The principal contracting authorities are as stated in this notice. However, the contract shall be made available to other registered social landlords in Wales subject to agreement between the principal contracting authorities and the appointed provider.

Transfer of Undertakings Protection of Employment (TUPE) implications. While it is the view of the contracting authorities that TUPE does not apply to the existing contract and provider, relevant enquiries are being made and should there be TUPE implications relevant information will be made available.

Note: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=88251

Under the terms of this contract, the successful supplier(s) will be required to deliver community benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The community benefits included in this contract are: detailed within the procurement documents.

(WA Ref: 88251)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Bron Afon Community Housing Ltd

Postal address: Ty Bron Afon, William Brown Close, Llantarnam Industrial Park

Town: Cwmbran

Postal code: NP44 3AB

Country: United Kingdom

E-mail: procurement@bronafon.org.uk

Telephone: +44 1633620111

Internet address: <http://www.bronafon.org.uk>

VI.5. Date of dispatch of this notice

24/12/2018