

LANGUAGE:	EN
CATEGORY:	ORIG
FORM:	F03
VERSION:	R2.0.9.S03
SENDER:	GB007
CUSTOMER:	PARADIGM
NO_DOC_EXT:	2019-123456
SOFTWARE VERSION:	20190910
ORGANISATION:	Due North
COUNTRY:	UK
PHONE:	+44 8452930459
E-mail:	ojeu.administrative@due-north.com
NOTIFICATION TECHNICAL:	/
NOTIFICATION PUBLICATION:	/

---

## Contract award notice

### Results of the procurement procedure

#### Services

##### Legal Basis:

Directive 2014/24/EU

##### **Section I: Contracting authority**

###### I.1) **Name and addresses**

Paradigm Housing Group  
1 Glory Park Avenue  
Wooburn Green  
HP10 0DF  
United Kingdom  
Contact person: MRS Caroline Sturman  
E-mail: [caroline.sturman@paradigmhousing.co.uk](mailto:caroline.sturman@paradigmhousing.co.uk)  
Fax: +44 3003038041  
NUTS code: UK

###### **Internet address(es):**

Main address: <http://www.paradigmhousing.co.uk>  
Address of the buyer profile: <http://www.paradigmhousing.co.uk>

###### I.2) **Information about joint procurement**

###### 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 Service  
Reference number: DN414216

###### II.1.2) **Main CPV code**

64214200

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

Services

###### II.1.4) **Short description:**

To provide an out of hours call handling service with the occasional in-hours cover for training etc.

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

This contract is divided into lots: no

###### II.1.7) **Total value of the procurement (excluding VAT)**

Lowest offer: 40 000.00 GBP / Highest offer: 200 000.00 GBP taken into consideration

###### II.2) **Description**

- II.2.1) **Title:**
- II.2.2) **Additional CPV code(s)**
- II.2.3) **Place of performance**  
NUTS code: UK
- II.2.4) **Description of the procurement:**  
To provide an out of hours emergency call handling service to residents with the occasional planned closure during office hours.
- II.2.5) **Award criteria**  
Cost criterion - Name: Cost per call / Weighting: 30  
Cost criterion - Name: Quality / Weighting: 70
- 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**

- 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.1.6) **Information about electronic auction**
- 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: [2019/S 118-289688](#)
- 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**

- Contract No:** 2042  
A contract/lot is awarded: yes
- V.2) **Award of contract**
- V.2.1) **Date of conclusion of the contract:**  
09/09/2019
- V.2.2) **Information about tenders**  
Number of tenders received: 7  
The contract has been awarded to a group of economic operators: no
- V.2.3) **Name and address of the contractor**  
SPS DOORGUARD LIMITED  
GLASGOW  
G2 5RU

United Kingdom

NUTS code: UK

The contractor is an SME: yes

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: 210 000.00 GBP

Lowest offer: 70 000.00 GBP / Highest offer: 230 000.00 GBP taken into consideration

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

ROYAL COURT OF JUSTICE

LONDON

United Kingdom

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

VI.4.3) **Review procedure**

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

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

10/09/2019