

**United Kingdom-King's Lynn: Call centre**  
**OJ S 101/2020 26/05/2020**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Freebridge Community Housing Ltd

Postal address: Juniper House, Austin Street

Town: King's Lynn

NUTS code: UKH16 North and West Norfolk

Postal code: PE30 1DZ

Country: United Kingdom

Contact person: Mark Wagg, Senior Administrator Procurement, Insurance and Risk

E-mail: [procurement@freebridge.org.uk](mailto:procurement@freebridge.org.uk)

Telephone: +44 1553666881

**Internet address(es):**

Main address: <https://www.freebridge.org.uk/>

Address of the buyer profile: <https://www.freebridge.org.uk/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/tenders/UK-UK-King%27s-Lynn:-Call-centre./5UW364ND5S>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.delta-esourcing.com/tenders/UK-UK-King%27s-Lynn:-Call-centre./5UW364ND5S>

Tenders or requests to participate must be submitted to the abovementioned address

**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 and Telecare Alarm Monitoring Service Contract

Reference number: C.318

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3.**

## **Type of contract**

Services

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

At Freebridge we are reviewing the current out of hours call handling and Telecare Alarm monitoring services contract and require a provider to management and maintain the service outside of our normal operation hours. We currently have 17 sheltered Scheme sites with approx. 650 residents using our Telecare Alarm service, approx. 700 alarm connections and approx. 8.600 residents across all stock relying on the out of hours call service.

All of our Telecare Alarm equipment is manufactured by 'Tynetec' operating on an open protocol.

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

Value excluding VAT: 300 000,00 GBP

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

This contract is divided into lots: no

## **II.2. Description**

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

NUTS code: UKH16 North and West Norfolk

Main site or place of performance: North and West Norfolk.

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

Freebridge require a provider to management and maintain the service outside of our normal operation hours inline with the specification. We currently have 17 Sheltered Scheme sites with approx. 650 residents using our Telecare Alarm service, approx. 700 alarm connections and approx. 8 600 residents across all stock relying on the out of hours call service.

All of our Telecare Alarm equipment is manufactured by 'Tynetec' operating on an open protocol.

### **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: 300 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: no

### **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.1.2. 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: no

### IV.2. Administrative information

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

Date: 25/06/2020 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: 2 (from the date stated for receipt of tender)

#### IV.2.7. Conditions for opening of tenders

Date: 25/06/2020 Local time: 14:00

## Section VI: Complementary information

---

### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### 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. All communications shall be in English. Tenders and all supporting documentation must be priced in GBP and all payments under the

contract will be in GBP. Any agreement or form of appointment resulting from the invitation to tender (ITT) will be considered as a contract made in England according to English Law and subject to the exclusive jurisdiction of the English Courts. The contracting authority does not bind itself to accept any tender and reserves the right not to award any part or all parts of the contract. The contracting authority, or its agents, will not be liable for any costs incurred by those tendering for this contract.

For more information about this opportunity, please visit the Delta eSourcing portal at: <https://freebridge.delta-esourcing.com/tenders/UK-UK-King%27s-Lynn:-Call-centre./5UW364ND5S>

To respond to this opportunity, please click here:

<https://freebridge.delta-esourcing.com/respond/5UW364ND5S>

Go reference: GO-2020522-PRO-16605480

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

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

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079477000

Internet address: <http://www.hmcourts-service.gov.uk>

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

Official name: Freebridge Community Housing Ltd

Postal address: Juniper House, Austin Street

Town: King's Lynn

Postal code: PE30 1DZ

Country: United Kingdom

Telephone: +44 3332404444

Internet address: <https://www.freebridge.org.uk/>

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

Official name: Freebridge Community Housing Ltd

Postal address: Juniper House, Austin Street

Town: King's Lynn

Postal code: PE30 1DZ

Country: United Kingdom

Telephone: +44 3332404444

Internet address: <https://www.freebridge.org.uk/>

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

22/05/2020