

**United Kingdom-King's Lynn: Call centre
OJ S 155/2020 12/08/2020
Contract award 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

Telephone: +44 1553666881

Internet address(es):

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

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

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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 140 082,00 GBP

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

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.1.8. 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: [2020/S 101-245098](#)

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: C.318

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/08/2020

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

V.2.3. Name and address of the contractor

Official name: Medequip Assistive Technology Ltd

National registration number: 04198824

Postal address: Unit 2, The Summit Centre, Skyport Drive, Harmondsworth, West Drayton

Town: Middlesex

NUTS code: UKI London

Postal code: UB7 0LJ

Country: United Kingdom

Internet address: <http://www.medequip-uk.com>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 300 000,00 GBP

Total value of the contract/lot: 140 082,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

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.

To view this notice, please click here:

<https://freebridge.delta-esourcing.com/delta/viewNotice.html?noticeId=514739461>

GO Reference: GO-202087-PRO-16926451

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

07/08/2020