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#### Contract

# Framework Agreement for Installation of Disabled Adaptations, Ramped Access, Level Access Showers, Design & Construction of Ground Floor Bedroom and Bathroom Extensions in Domestic Properties

**Knowsley Council** 

F03: Contract award notice

Notice identifier: 2021/S 000-005033

Procurement identifier (OCID): ocds-h6vhtk-029b1a

Published 12 March 2021, 11:45am

# **Section I: Contracting authority**

### I.1) Name and addresses

**Knowsley Council** 

2nd Floor, Municipal Building, Archway Road

Huyton

L36 9UX

#### Contact

Mrs Faye Williamson

#### **Email**

faye.williamson@knowsley.gov.uk

#### **Telephone**

+44 1514434246

# Country

United Kingdom

**NUTS** code

UKD7 - Merseyside

Internet address(es)

Main address

http://www.knowsley.gov.uk

Buyer's address

http://www.knowsley.gov.uk

# I.4) Type of the contracting authority

Regional or local authority

# I.5) Main activity

General public services

# **Section II: Object**

# II.1) Scope of the procurement

#### II.1.1) Title

Framework Agreement for Installation of Disabled Adaptations, Ramped Access, Level Access Showers, Design & Construction of Ground Floor Bedroom and Bathroom Extensions in Domestic Properties

Reference number

DN503278

#### II.1.2) Main CPV code

• 45000000 - Construction work

#### II.1.3) Type of contract

Works

#### II.1.4) Short description

To establish a framework agreement with multiple providers to deliver disabled adaptations in residents own homes. The framework will be in five "Lots":-

- Lot 1 Minor Adaptations
- Lot 2 Level Access Showers and Associated Adaptation Works
- Lot 3 Bedroom and Bathroom Extensions & Garage Conversion Works
- Lot 4 Major Adaptation Liaison, Design and Surveying Services
- Lot 5 Manufacture and Fitting Of Temporary and Semi-permanent Ramps

#### II.1.6) Information about lots

This contract is divided into lots: Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# II.2) Description

#### II.2.1) Title

Lot No

1

#### II.2.2) Additional CPV code(s)

• 45000000 - Construction work

#### II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

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

LOT 1 – Minor Adaptations is for the responsive service provision of minor adaptations usually within 7 days for works such as internal and external grab rails, newel posts and banister installations, widening doorways, concrete and flagged ramped access provision in multiple properties throughout the borough, via a fixed schedule of rates that will be multiplied by the frequency of items commonly used. The work is not geographically grouped and is demand led by hospital and community therapy staff. Knowsley MBC intends to appoint 4 providers for this Lot.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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) Description

#### II.2.1) Title

Lot No

2

#### II.2.2) Additional CPV code(s)

• 45000000 - Construction work

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

# II.2.4) Description of the procurement

LOT 2 – Level Access Shower - is for the design, specification and provision of level access showers / wet rooms and associated adaptations via a fixed schedule of rates that will be multiplied by the frequency of items commonly used. Knowsley MBC intends to appoint 4 providers for this Lot.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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) Description

#### II.2.1) Title

Lot No

3

#### II.2.2) Additional CPV code(s)

• 45000000 - Construction work

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

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

LOT 3 – Bedroom and Bathroom Extension & Garage Conversion Works" is for the construction of single storey bedroom and bathroom extensions and conversion works of a similar nature via competitive quotations for each individual work package. There is no limit to the number of providers that Knowsley MBC intends to appoint for this Lot.

# II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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) Description

#### II.2.1) Title

Lot No

4

#### II.2.2) Additional CPV code(s)

45000000 - Construction work

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

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

LOT 4 – Major Adaptation Liaison, Design and Surveying Services - is for the provision of specialist surveying services in liaison with the authorities Occupational Therapy and Disabled Facilities Grant services for the options appraisal, design and site supervision of major works covered under Lot 3. The work will be paid for via a percentage fee for each completed work package or via a schedule of rates for packages that don't proceed to full completion. Knowsley MBC intends to appoint 4 providers for this Lot

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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) Description

#### II.2.1) Title

Lot No

5

#### II.2.2) Additional CPV code(s)

• 45000000 - Construction work

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

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

Lot 5 – Temporary and Semi-Permanent Ramps - is for the manufacture, supply and responsive fitting of temporary and semi-permanent ramps and associated minor adaptation works usually within 7 days. The work will be in multiple residential occupied properties throughout the borough, via a fixed schedule of rates that will be multiplied by

the frequency of items commonly used. The work is not geographically grouped and is demand led by hospital and community therapy staff. Knowsley MBC intends to appoint 4 providers for this Lot

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

#### 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

#### 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

The procurement involves the establishment of a framework agreement

#### 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: <u>2020/S 207-506247</u>

# Section V. Award of contract

#### **Contract No**

1

#### Lot No

1

A contract/lot is awarded: Yes

### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 14

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: 14

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

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

Housing Maintenance Solutions Limited

4 Corporation Street

St Helens

**WA9 1LD** 

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

#### Section V. Award of contract

#### **Contract No**

2

#### Lot No

1

A contract/lot is awarded: Yes

#### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 14

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: 14

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

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

JC Construction Limited	
11 Brickfields	
Huyton	
L36 6HY	
Country	
United Kingdom	
NUTS code	
UK - United Kingdom	
The contractor is an SME	
Yes	
V.2.4) Information on value of contract/lot (excluding VAT)	
v.2.4) information on value of contract/lot (excluding vA1)	
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration	
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration	_
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration	_
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration  Section V. Award of contract	_
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration  Section V. Award of contract  Contract No	_
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration  Section V. Award of contract  Contract No  3	
Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration  Section V. Award of contract  Contract No  3  Lot No	

V.2.1) Date of conclusion of the contract

V.2.2) Information about tenders

9 March 2021

Number of tenders received: 14

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: 14

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

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

TF Jones Property Services Limited

3rd Floor, 5 Temple Square, Temple Street

Liverpool

L2 5RH

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

4

#### Lot No

1

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 14

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: 14

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

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

Structec (NW) Ltd

Windsor House, North Mersey Business Centre, Woodward Road

Liverpool

L33 7UY

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

#### Section V. Award of contract

#### **Contract No**

1

#### Lot No

2

A contract/lot is awarded: Yes

#### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 19

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: 19

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

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

Allseasons Construction Limited

Birchill Road Knowsley Industrial Park

Knowsley

:33 7TD

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

2

#### Lot No

2

A contract/lot is awarded: Yes

# V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 19

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: 19

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

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

Bentham Building & Civil Engineering Limited

300 St Marys Road, Garston

Liverpool

L19 0NQ

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

3

#### Lot No

2

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

### V.2.2) Information about tenders

Number of tenders received: 19

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: 19

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

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

TF Jones Property Services Limited

3rd Floor, 5 Temple Square, Temple Street

Liverpool

L2 5RH

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

#### Section V. Award of contract

#### **Contract No**

4

#### Lot No

2

A contract/lot is awarded: Yes

#### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 19

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: 19

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

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

Structec (NW) Ltd

Windsor House, North Mersey Business Centre, Woodward Road

Knowsley

L33 7UY

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

1

#### Lot No

3

A contract/lot is awarded: Yes

# V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

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: 11

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

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

Allseasons Construction Limited

Birchill Road Knowsley Industrial Park

Knowsley

L33 7TD

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

2

#### Lot No

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

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

Davies Maintenance N.W Limited

26 Orchard Rd St Annes On Sea

Lancashire

FY8 1PF

Country

**United Kingdom** 

NUTS code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

3

#### Lot No

3

A contract/lot is awarded: Yes

### V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

# V.2.3) Name and address of the contractor

Housing Maintenance Solutions Limited

4 Corporation Street

St Helens

**WA9 1LD** 

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

4

#### Lot No

3

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

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

NTC Building Contractors Limited

1 Swan Street, Old Swan

Liverpool

L13 3AD

#### Country

#### **United Kingdom**

**NUTS** code

• UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

5

#### Lot No

3

A contract/lot is awarded: Yes

### V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

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

Penny Lane Builders Limited

Penny Lane House, Evans Road,

Liverpool

L24 9PB

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

6

#### Lot No

3

A contract/lot is awarded: Yes

# V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

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

TA Browne Contract Services Limited

Unit 4, Hurricane Drive, Hurricane Business Park,

Liverpool

L24 8RL

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

### Section V. Award of contract

#### **Contract No**

7

#### Lot No

3

A contract/lot is awarded: Yes

#### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received by electronic means: 11

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

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

Structec (NW) Ltd

Windsor House, North Mersey Business Centre, Woodward Road

Knowsley

L33 7UY

Country

United Kingdom

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

1

#### Lot No

4

A contract/lot is awarded: Yes

### V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

### V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

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

Franks Associates Limited

Suite 32, 3rd Floor, Oriel Chambers, 14 Water Street

Liverpool

L2 8TD

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

2

#### Lot No

4

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

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

Remain Independent Limited

95 Greendale Road,

Wirral

**CH62 4XE** 

#### Country

#### **United Kingdom**

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

1

#### Lot No

5

A contract/lot is awarded: Yes

# V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received by electronic means: 9

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

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

Allseasons Construction Limited

Birchill Road Knowsley Industrial Park

Knowsley

L33 7TD

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

2

#### Lot No

5

A contract/lot is awarded: Yes

# V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received by electronic means: 9

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

# V.2.3) Name and address of the contractor

JC Construction Limited

11 BRICKFIELDS, HUYTON

Knowsley

L36 6HY

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

### Section V. Award of contract

#### **Contract No**

3

#### Lot No

5

A contract/lot is awarded: Yes

#### V.2) Award of contract

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

9 March 2021

#### V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received by electronic means: 9

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

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

**Mobility Care Services** 

10 Boxer Place Leyland

Lancashire

**PR26 7QL** 

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# Section V. Award of contract

#### **Contract No**

4

#### Lot No

5

A contract/lot is awarded: Yes

# V.2) Award of contract

# V.2.1) Date of conclusion of the contract

9 March 2021

### V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received by electronic means: 9

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

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

TF Jones Property Services Limited

3rd Floor, 5 Temple Square, Temple Street

Liverpool

L2 5RH

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £6,500,000 taken into consideration

# **Section VI. Complementary information**

# VI.3) Additional information

the total value of the framework over all five lots for the 4 years duration is £6.5million (sterling)

# VI.4) Procedures for review

#### VI.4.1) Review body

**Knowsley MBC** 

**Huyton Municipal** 

Knowsley

L36 9YU

Country

**United Kingdom** 

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

**Knowsley MBC** 

**Huyton Municipal** 

Knowsley

L36 9YU

Country

**United Kingdom** 

# VI.4.3) Review procedure Precise information on deadline(s) for review procedures xx VI.4.4) Service from which information about the review procedure may be obtained xxx xx xx Country

United Kingdom