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Contract

Telecare & Telehealth Services

Flagship Housing Group

F03: Contract award notice

Notice identifier: 2024/S 000-005704

Procurement identifier (OCID): ocds-h6vhtk-041bca

Published 21 February 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.flagship-group.co.uk/>

Buyer's address

<https://www.flagship-group.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

Telecare & Telehealth Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Tender for the provision of alarm monitoring services. The provider of the monitoring service is expected to operate and properly maintain call handling equipment and software that meets the requirements of the Specification.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £119,059.2

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 79711000 - Alarm-monitoring services

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk
- UKH1 - East Anglia

Main site or place of performance

Suffolk, East Anglia

II.2.4) Description of the procurement

Tender for the provision of alarm monitoring services. The provider of the monitoring service is expected to operate and properly maintain call handling equipment and software that meets the requirements of the Specification.

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 Quality / Weighting: 40

Cost criterion - Name: Criterion 1 - Pricing / 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.1.8) 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: [2023/S 000-034470](#)

Section V. Award of contract

Title

The supply of telecare services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 January 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Careium UK Limited

Aspinall House

Blackburn

BB1 2QE

Email

Lauren.Purser@careium.com

Telephone

+44 3003336511

Country

United Kingdom

NUTS code

- UKD41 - Blackburn with Darwen

National registration number

04133585

Internet address

www.careium.com

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £120,000

Total value of the contract/lot: £119,059.2

Section VI. Complementary information

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=844331510>

GO Reference: GO-2024221-PRO-25333808

VI.4) Procedures for review

VI.4.1) Review body

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom

Internet address

<https://www.flagship-group.co.uk/>

VI.4.2) Body responsible for mediation procedures

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Telephone

+44 8081684555

Country

United Kingdom

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

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom