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Tender

Out of Hours Call Handling & Telecare Alarm Monitoring Services

Freebridge Community Housing Limited

F02: Contract notice

Notice identifier: 2025/S 000-007509

Procurement identifier (OCID): ocids-h6vhtk-04e898

Published 28 February 2025, 12:00pm

Section I: Contracting authority

I.1) Name and addresses

Freebridge Community Housing Limited

Juniper House, Austin Street

King's Lynn

PE30 1DZ

Contact

Procurement Team

Email

procurement@freebridge.org.uk

Telephone

+44 3332404444

Country

United Kingdom

Region code

UKH16 - North and West Norfolk

Internet address(es)

Main address

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

Buyer's address

<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./8XF7Q522X7>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/336472RS8Z>

Tenders or requests to participate must be submitted to the above-mentioned 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 & Telecare Alarm Monitoring Services

Reference number

C499

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. We currently have 17 Sheltered Scheme sites with approx. 650 residents using our Telecare Alarm service, approx. 750 alarm connections and approx. 8,600 residents across all stock relying on the out of hours call service.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

At Freebridge we are reviewing the current Out of Hours Call Handling and Telecare Alarm Monitoring Services contract. We currently have 17 Sheltered Scheme sites with approx. 650 residents using our Telecare Alarm service, approx. 750 alarm connections and approx. 8,600 residents across all stock relying on the out of hours call service.

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: £350,000

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

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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Date

30 March 2025

Local time

12:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 March 2025

Local time

12:00pm

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-King%27s-Lynn:-Call-centre./8XF7Q522X7>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/8XF7Q522X7>

GO Reference: GO-2025228-PRO-29610009

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079477000

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Freebridge Community Housing Limited

Juniper House, Austin Street

King's Lynn

PE30 1DZ

Telephone

+44 3332404444

Country

United Kingdom

Internet address

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

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

Freebridge Community Housing Limited

Juniper House, Austin Street

King's Lynn

PE30 1DZ

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+44 3332404444

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United Kingdom

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