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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](mailto: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

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## **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

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## **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

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## **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

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## **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

Telephone



+44 3332404444

Country

United Kingdom

Internet address

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