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Contract

Supply and aftercare of callblocking equipment for consumers who are situationally vulnerable and are subject to scam and nuisance calls

TRADING STANDARDS SOUTH EAST LIMITED

F03: Contract award notice

Notice identifier: 2023/S 000-008286

Procurement identifier (OCID): ocds-h6vhtk-038d01

Published 22 March 2023, 11:02am

Section I: Contracting authority

I.1) Name and addresses

TRADING STANDARDS SOUTH EAST LIMITED

Consort House,Queensway

REDHILL

RH11YB

Contact

GAYNOR JACKSON

Email

gaynor.jackson@surreycc.gov.uk

Telephone

+44 7968834642

Country

United Kingdom

Region code

UKJ26 - East Surrey

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.nationaltradingstandards.uk/work-areas/scams-team>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply and aftercare of callblocking equipment for consumers who are situationally vulnerable and are subject to scam and nuisance calls

Reference number

TSSEL22

II.1.2) Main CPV code

- 32500000 - Telecommunications equipment and supplies

II.1.3) Type of contract

Supplies

II.1.4) Short description

The National Trading Standards (NTS) Scams Team working with Trading Standards South East Limited (TSSEL) are interested in receiving tenders from suppliers of call blocking equipment that will prevent scam and nuisance calls from reaching people who are situationally vulnerable and are being targeted by these type of calls. The NTS Scams Team and TSSEL are seeking a UK-wide supply of call blocking equipment into domestic properties, with on-going product support and customer services (including warranty).

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: £463,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The National Trading Standards (NTS) Scams Team working with Trading Standards South East Limited (TSSEL) are interested in receiving tenders from suppliers of call blocking equipment that will prevent scam and nuisance calls from reaching people who are situationally vulnerable and are being targeted by these type of calls. The NTS Scams Team and TSSEL are seeking a UK-wide supply of call blocking equipment into domestic properties, with on-going product support and customer services (including warranty).

- Provide the appropriate call blocking equipment to identified consumers when instructed. Provision may be direct to the consumer or via local authorities, police forces, or other partner agencies to addresses in all four mainland countries in the UK as well as offshore Britain - Channel Isles and Isle of Man
- Provide the necessary installation instructions and supporting services to ensure the successful implementation and configuration of the call blocking equipment.
- Provide warranty services, maintenance and any necessary upgrades to the call

blocking equipment.

d) Provide advice and support services to assist consumers and customers with issues, product or service questions, and general advice and guidance.

e) Provide management information reporting on call blocking equipment and services on order, delivered, implemented, customer service calls and product issues.

f) Handle all personal data relating to this project in full compliance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). Provide a Data Protection Impact Assessment (DPIA) relating specifically to this project.

g) Provide monthly reporting on the numbers blocked by the units, to support both NTS Scams Team investigations, and to raise public awareness of fraud and scams.

II.2.5) Award criteria

Quality criterion - Name: quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further two years, in one year increments.

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: [2022/S 000-035225](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Truecall Limited

Richmond London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

06562315

Internet address

<https://www.truecall.co.uk>

The contractor is an SME

Yes

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

Total value of the contract/lot: £463,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Trading Standards South East Limited

Leatherhead

Country

United Kingdom