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Contract

CBC-1223-T-CE Community Alarm Monitoring Response Call Handling (LOT 1) Provision of Community Alarm Equipment Assistive Technology (LOT 2)

Central Bedfordshire Council

F03: Contract award notice

Notice identifier: 2021/S 000-022352

Procurement identifier (OCID): ocds-h6vhtk-02ba56

Published 9 September 2021, 8:59am

Section I: Contracting authority

I.1) Name and addresses

Central Bedfordshire Council

Priory House

Chicksands

SG17 5TQ

Contact

+44 3003005997

Email

procurement@centralbedfordshire.gov.uk

Telephone

+44 3003008000

Country

United Kingdom

NUTS code

UKH25 - Central Bedfordshire

Internet address(es)

Main address

<http://in-tendhost.co.uk/centralbedfordshire>

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

CBC-1223-T-CE Community Alarm Monitoring Response Call Handling (LOT 1) Provision of Community Alarm Equipment Assistive Technology (LOT 2)

Reference number

CBC-1223-T-CE

II.1.2) Main CPV code

- 79711000 - Alarm-monitoring services

II.1.3) Type of contract

Services

II.1.4) Short description

Central Bedfordshire Council is a social landlord, and a provider of services to support vulnerable people to live independently in their own homes. The services that we wish to procure are divided into two lots. Prospective providers are invited to tender for one or both lots. Lot 1 - Community Alarm Monitoring and Response, and Call Handling Lot 2 - The provision of community alarm equipment and other assistive technology

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £353,616

II.2) Description

II.2.1) Title

Community Alarm Monitoring and Response and Call Handling

Lot No

LOT 1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKH25 - Central Bedfordshire

II.2.4) Description of the procurement

Lot One is for community alarm monitoring and response in respect of c 1600 alarm connections; and for handling of out-of-hours calls across other council services including housing repairs, homelessness, transitional accommodation, environmental health, public building maintenance and building control. Additionally, we may use this contract to procure pro-active wellbeing and tele-health checking services, dependent upon cost, demand and other factors. We would like to enable our customers to access a wider range of pro-active services, as we develop and improve our Independent Living services. Finally, we may use this contract to make provision for supply and monitoring of lone-worker devices, depending upon cost and other factors.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

The Provision of Community Alarm Equipment and Other Assistive Technology

Lot No

LOT 2

II.2.2) Additional CPV code(s)

- 35121700 - Alarm systems
- 33196100 - Devices for the elderly

II.2.3) Place of performance

NUTS codes

- UKH25 - Central Bedfordshire

II.2.4) Description of the procurement

Lot Two is for the provision of community alarm equipment and other assistive technology. In addition to the provision of dispersed alarm units, we wish to enable our customers to access a wider range of assistive technology equipment, in respect of both telecare and telehealth. Innovative, bespoke solutions should be offered to suit a range of circumstances and preferences within this contract.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-013029](#)

Section V. Award of contract

Contract No

CBC-1223-T-CE (LOT 1)

Lot No

LOT 1

Title

Community Alarm Monitoring and Response and Call Handling

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2021

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 0

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: 6

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

V.2.3) Name and address of the contractor

Doro Care UK

Units 3 & 4 Technology Business Park Moy Avenue

Eastbourne East Sussex

BN22 8LD

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

08666755

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: £360,000

Total value of the contract/lot: £264,976

Section V. Award of contract

Contract No

CBC-1223-T-CE (LOT 2)

Lot No

LOT 2

Title

The Provision of Community Alarm Equipment and Other Assistive Technology

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 2

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: 5

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

V.2.3) Name and address of the contractor

Doro Care UK

Units 3 & 4 Technology Business Park Moy Avenue

Eastbourne East Sussex

BN22 8LD

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

08666755

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: £88,640

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Central Bedfordshire Council

Priory House Monks Walk

Chicksands Shefford Bedfordshire

SG17 5TQ

Email

procurement@centralbedfordshire.gov.uk

Telephone

+44 3003005997

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