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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): ocids-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](mailto: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

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## **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

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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

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## **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

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[procurement@centralbedfordshire.gov.uk](mailto:procurement@centralbedfordshire.gov.uk)

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