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Contract

MH 0076 - Out of Hours Telephony Services

Midland Heart Limited

F03: Contract award notice

Notice identifier: 2023/S 000-022742

Procurement identifier (OCID): ocds-h6vhtk-039312

Published 4 August 2023, 1:03pm

Section I: Contracting authority

I.1) Name and addresses

Midland Heart Limited

20 Bath Row

Birmingham

B15 1LZ

Contact

Karen Gakhal

Email

karen.gakhal@midlandheart.org.uk

Country

United Kingdom

NUTS code

UKG3 - West Midlands

Internet address(es)

Main address

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

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

MH 0076 - Out of Hours Telephony Services

Reference number

MH 0076

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Midland Heart is looking for a high quality solution for Out of Hours Telephony Services, from reputable providers that deliver a service that is demonstrably focused around the needs of Midland Heart and provide value for money for customers. Tenderers must express interest in tender provisions via the In-Tend e-tendering system (<https://in-tendhost.co.uk/midlandheart.aspx/Home>). After having uploaded your submission, please ensure you click "Submit My Return" otherwise your bid will not be submitted and available to the buyer. Be advised that bids submitted in any other fashion other than through this e-tendering system will not be considered.

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: £270,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32573000 - Communications control system

- 32543000 - Telephone switchboards

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

20 Bath Row, Birmingham, B15 1LZ

II.2.4) Description of the procurement

Out of Hours telephony services within the West Midlands

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 505

Price - Weighting: 50%

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: [2022/S 000-036109](#)

Section V. Award of contract

Title

Out Of Hours Telephony Service Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 August 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

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

Pinnacle FM Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £270,000

Total value of the contract/lot: £270,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

70 Whitehall, Westminster

London

SW1A 2AS

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

100 St. Paul's Churchyard

London

EC4M 8BU

Country

United Kingdom