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Contract

DBC (SF) Community Alarm Call-Monitoring and Response Service

Dacorum Borough Council

F03: Contract award notice

Notice identifier: 2024/S 000-034097

Procurement identifier (OCID): ocids-h6vhtk-03d7d9

Published 22 October 2024, 11:08am

Section I: Contracting authority

I.1) Name and addresses

Dacorum Borough Council

The Forum, The Marlowes

Hemel Hempstead

HP1 1DN

Contact

Procurement

Email

sue.foster@dacorum.gov.uk

Telephone

+44 1442228346

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.dacorum.gov.uk

Buyer's address

www.supplyhertfordshire.uk

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

DBC (SF) Community Alarm Call-Monitoring and Response Service

Reference number

CPU00497

II.1.2) Main CPV code

- 79711000 - Alarm-monitoring services

II.1.3) Type of contract

Services

II.1.4) Short description

Dacorum Borough Council provides lifeline services to tenants living in Dacorum in general needs accommodation and to private home owners, this includes a Community Alarm call monitoring and response service to enable the tenants to continue living independently. The current service provides the following support to:

- Service users in 28 category 2 supported housing schemes amounting to 1701 connections
- Dispersed service users in category 1 properties including 127 service users in council general needs properties and 372 service users in private rented or owned properties totalling 1060 connections
- 39 of the above numbers are relinquished tenants (within categories 1 and 2) these are registered contacts with the service provider but make little or no demand on the call monitoring service. The full specification is included in the Part B tender document.

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: £728,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services
- 79711000 - Alarm-monitoring services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hemel Hempstead

II.2.4) Description of the procurement

Community Alarm Call-Monitoring and Response Service

II.2.5) Award criteria

Price

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-017487](#)

Section V. Award of contract

Contract No

CPU00497

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 October 2024

V.2.2) Information about tenders

Number of tenders received: 5

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: 5

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

V.2.3) Name and address of the contractor

Tunstall Healthcare (UK) Limited

Whitley Lodge,

Whitley Bridge

DN14 0HR

Email

bids@tunstall.com

Telephone

+44 1977661234

Country

United Kingdom

NUTS code

- UKE12 - East Riding of Yorkshire

National registration number

1332249

Internet address

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

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: £728,000

Total value of the contract/lot: £308,456.2

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

www.hmcourts-service.gov.uk

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Email

procurement@dacorum.gov.uk

Telephone

+44 2075366000

Country

United Kingdom

Internet address

www.cedr.com

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Authority will incorporate a minimum 10 calendar day standstill period starting from the date when the contract award was notified to bidders. Tenderers have a right of appeal within the Public Contract Regulations 2015.

VI.4.4) Service from which information about the review procedure may be obtained

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The Forum, Marlowes

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