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Tender

Telecare & Telehealth Services

Flagship Housing Group

F02: Contract notice

Notice identifier: 2023/S 000-034470

Procurement identifier (OCID): ocds-h6vhtk-041bca

Published 21 November 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.flagship-group.co.uk/>

Buyer's address

<https://www.flagship-group.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-title/5EH88H9383>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/5EH88H9383>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Telecare & Telehealth Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Tender for the provision of alarm monitoring services. The provider of the monitoring service is expected to operate and properly maintain call handling equipment and software that meets the requirements of the Specification.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk
- UKH1 - East Anglia

Main site or place of performance

Suffolk, East Anglia

II.2.4) Description of the procurement

a Tender for the provision of alarm monitoring services. The provider of the monitoring service is expected to operate and properly maintain call handling equipment and software that meets the requirements of the Specification.

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 Quality / Weighting: 40

Cost criterion - Name: Criterion 1 - Pricing / Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £250,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend by 2 x 12 months - 4yrs in total

II.2.10) Information about variants

Variants will be accepted: No

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.2.2) Time limit for receipt of tenders or requests to participate

Date

22 December 2023

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

22 December 2024

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=822226615>

GO Reference: GO-20231121-PRO-24534275

VI.4) Procedures for review

VI.4.1) Review body

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom

Internet address

<https://www.flagship-group.co.uk/>

VI.4.2) Body responsible for mediation procedures

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Telephone

+44 8081684555

Country

United Kingdom

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

Flagship Housing Group

31 King Street

Norwich

NR1 1PD

Email

procurement@flagship-group.co.uk

Telephone

+44 8081684555

Country

United Kingdom