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Contract

Telecare Services and Out of Hours Contact Centre Services

Red Kite Community Housing

F03: Contract award notice

Notice identifier: 2024/S 000-035232

Procurement identifier (OCID): ocids-h6vhtk-03b735

Published 30 October 2024, 4:56pm

Section I: Contracting authority

I.1) Name and addresses

Red Kite Community Housing

Windsor Court, Kingsmead Business Park, Frederick Place

High Wycombe, Bucks

HP11 1JU

Contact

Procurement Team

Email

procurement@redkitehousing.org.uk

Telephone

+44 1494476100

Country

United Kingdom

NUTS code

UKJ13 - Buckinghamshire CC

Internet address(es)

Main address

<http://www.redkitehousing.org.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA26267

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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 Services and Out of Hours Contact Centre 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

Red Kite are calling off Telecare and Out of Hours Contact Centre Services under the Procurement for Housing Framework originally published under Contract Notice 2023/S 000-009231.

Services will be provided in High Wycombe and surrounding areas.

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: £193,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Main site or place of performance

High Wycombe and surrounding areas

II.2.4) Description of the procurement

Red Kite are calling off Telecare and Out of Hours Contact Centre Services under the Procurement for Housing Framework originally published under Contract Notice 2023/S 000-009231. Services will be provided in High Wycombe and surrounding areas.

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.2.14) Additional information

Red Kite are calling off Telecare and Out of Hours Contact Centre Services under the Procurement for Housing Framework originally published under Contract Notice 2023/S 000-009231. Services will be provided in High Wycombe and surrounding areas.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2023/S 000-009231](#)

Section V. Award of contract

Contract No

Telecare Services and Out of Hours Contact Centre Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 October 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 0

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

V.2.3) Name and address of the contractor

Appello Smart Living Solutions Limited

Oregon House, 19 Queensway

New Milton

BH25 5NN

Telephone

+44 3333216470

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £193,000

Section VI. Complementary information

VI.3) Additional information

Red Kite are calling off Telecare and Out of Hours Contact Centre Services under the Procurement for Housing Framework originally published under Contract Notice 2023/S 000-009231. Services will be provided in High Wycombe and surrounding areas.

(MT Ref:233119)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>