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Contract

## **AMCV 331 - Telecare Managed Services**

Shropshire Council

F03: Contract award notice

Notice identifier: 2024/S 000-041124

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

Published 20 December 2024, 10:05am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

#### **Contact**

Procurement

#### **Email**

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

#### **Telephone**

+44 1743252992

**Country**

United Kingdom

**Region code**

UKG22 - Shropshire CC

**Internet address(es)**

Main address

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**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**

AMCV 331 - Telecare Managed Services

Reference number

AMCV 331

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This is an award notice for AMCV 331 - Telecare Managed Services under the Technologies for Independent Living (TIL) Telecare/Telehealth - FW0126 framework, Lot 6.

Services the Supplier is to deliver:

- Manage the full contract, including liaising with the Customer as required
- Facilitate the scheduled review meetings.
- Deliver the referral management, installation, monitoring, de-installations, and fault processes

for new telecare equipment provided by the Customer.

- Manage the entire system effectively by coordinating the services, providing end-to-end service

delivery systems seamlessly to the end user.

The service provision will include:

- Installation, deinstallation, fault management of equipment and peripherals
- Call monitoring
- Disaster recovery
- Reprogramming (where required)
- Reporting
- Review and development of continuous improvement activities

#### **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: £240,000

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKG22 - Shropshire CC

Main site or place of performance

Shropshire CC

#### **II.2.4) Description of the procurement**

This is an award notice for AMCV 331 - Telecare Managed Services under the Technologies for Independent Living (TIL) Telecare/Telehealth - FW0126 framework, Lot 6.

Services the Supplier is to deliver:

- Manage the full contract, including liaising with the Customer as required
- Facilitate the scheduled review meetings.

- Deliver the referral management, installation, monitoring, de-installations, and fault processes

for new telecare equipment provided by the Customer.

- Manage the entire system effectively by coordinating the services, providing end-to-end service

delivery systems seamlessly to the end user.

The service provision will include:

- Installation, deinstallation, fault management of equipment and peripherals
- Call monitoring
- Disaster recovery
- Reprogramming (where required)
- Reporting
- Review and development of continuous improvement activities

### **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

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

The works, supplies or services can be provided only by a particular economic operator for the following reason: Sole provider within framework Lot

#### 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 000-009231](#)

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## Section V. Award of contract

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

13 November 2024

#### V.2.2) Information about tenders

Number of tenders received: 1

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: 1

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

Yorkshire

DN14 0HR

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

National registration number

01332249

The contractor is an SME

No

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

Total value of the contract/lot: £240,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=906604434>

GO Reference: GO-20241220-PRO-28965985

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

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

Telephone

+44 1743252992

Country

United Kingdom

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

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury



SY2 6ND

Country

United Kingdom