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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

Telephone

+44 1743252992

Country

United Kingdom

Region code

UKG22 - Shropshire CC

Internet address(es)

Main address

www.shropshire.gov.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

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
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delivery systems seamlessly to the end user.

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- 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

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](#)

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

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

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