

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/051764-2025>

Contract

Installation and Servicing of Dispersed Alarms & Telecare equipment

King's Lynn and West Norfolk Borough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-051764

Procurement identifier (OCID): ocds-h6vhtk-058efa

Published 28 August 2025, 8:31am

Scope

Reference

RFQ/24/25/008

Description

The Borough Council of King's Lynn & West Norfolk requested a suitably qualified Contractor for the installation and servicing of dispersed alarms and Telecare equipment.

This Contract is to support the Council's in-house telecare visiting team during peak periods and to provide emergency cover out of hours including weekends, public holidays and periods of shutdown.

Contract 1. Installation and Servicing of Dispersed Alarms and Telecare Equipment

Supplier

- AMR Electrical Services Ltd

Contract value

- £62,224 including VAT

Below the relevant threshold

Date signed

27 August 2025

Contract dates

- 1 September 2025 to 31 August 2027
- Possible extension to 31 August 2029
- 4 years

Description of possible extension:

Up to 2 years

Main procurement category

Services

CPV classifications

- 35121700 - Alarm systems
- 50000000 - Repair and maintenance services
- 51100000 - Installation services of electrical and mechanical equipment

Contract locations

- UKH16 - North and West Norfolk

Key performance indicators

Name

Same day (Calls made on or before 11:00AM) call outs attended in accordance with the contract

Next day (Calls made after 11:00AM) call outs attended in accordance with the contract

All installation checklists must be emailed into Careline within 4 hours of attendance completion

All referred faults that don't require visits and are resolved by a telephone call must be emailed into Careline within 4 hours of attendance completion

Procedure

Procedure type

Below threshold - limited competition

Supplier

AMR Electrical Services Ltd

Willow farm industrial units

Saddlebow, Kings Lynn

PE34 3AR

United Kingdom

Email: info@amrgroupltd.co.uk

Region: UKH16 - North and West Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Installation and Servicing of Dispersed Alarms and Telecare Equipment

Contracting authority

King's Lynn and West Norfolk Borough Council

- Public Procurement Organisation Number: PZQQ-4816-TPLW

King's Court, Chapel Street

King's Lynn

PE30 1EX

United Kingdom

Email: procurementtenders@west-norfolk.gov.uk

Website: <http://www.west-norfolk.gov.uk>

Region: UKH16 - North and West Norfolk

Organisation type: Public authority - sub-central government