

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000357-2024>

Tender

## **Provision of an Alarm Receiving Centre with Disaster Recovery**

Leicester City Council

F02: Contract notice

Notice identifier: 2024/S 000-000357

Procurement identifier (OCID): ocds-h6vhtk-042aff

Published 5 January 2024, 2:07pm

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

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

Leicester City Council

City Hall, 115 Charles Street

Leicester

LE1 1FZ

#### **Contact**

Mrs Pamela Chirara

#### **Email**

[pamela.chirara@leicester.gov.uk](mailto:pamela.chirara@leicester.gov.uk)

#### **Telephone**

+44 1164543502

**Country**

United Kingdom

**Region code**

UKF21 - Leicester

**Internet address(es)**

Main address

<http://www.leicester.gov.uk>

Buyer's address

<http://www.leicester.gov.uk>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=63c78718-d0ab-ee11-8127-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=63c78718-d0ab-ee11-8127-005056b64545>

**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**

Provision of an Alarm Receiving Centre with Disaster Recovery

Reference number

DN705783

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

- 48000000 - Software package and information systems

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

Supplies

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

Leicester City Council is seeking to upgrade its current Telecare Alarm Receiving Centre to enable the monitoring of digital communication protocols, in addition to existing analogue communication protocols. The Council currently has circa 4,500 people registered at the Alarm Receiving Centre.

Leicester City Council requires a digitally enabled Telecare Alarm Receiving Centre that will support elderly and/or disabled people to live safely and as independently as possible through the use of telecare and other Care Technology devices.

To support the delivery of Telecare services in Leicester, the Council also requires a Disaster Recovery Call Centre Solution so that emergency calls can be handled at a remote location should this be required.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

NUTS codes

- UKF21 - Leicester

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

Leicester City Council is seeking to upgrade its current Telecare Alarm Receiving Centre to enable the monitoring of digital communication protocols, in addition to existing analogue communication protocols. The Council currently has circa 4,500 people registered at the Alarm Receiving Centre.

Leicester City Council requires a digitally enabled Telecare Alarm Receiving Centre that will support elderly and/or disabled people to live safely and as independently as possible through the use of telecare and other Care Technology devices.

To support the delivery of Telecare services in Leicester, the Council also requires a Disaster Recovery Call Centre Solution so that emergency calls can be handled at a remote location should this be required.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial term of 2 years with the option to extend for 1 year

## **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: Yes

### **IV.2) Administrative information**

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

Date

8 February 2024

Local time

10:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

8 February 2024

Local time

10:00am

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Construction and Technology Court (Queens Bench Division)

Birmingham

B4 6DS

Country

United Kingdom