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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): ocids-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

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