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Tender

Tender for the Provision of Digital Telehealth Care System

Halton Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-002831

Procurement identifier (OCID): ocds-h6vhtk-03a138

Published 30 January 2023, 4:22pm

Section I: Contracting authority

I.1) Name and addresses

Halton Borough Council

Kingsway House, Kingsway

Widnes

WA8 7EA

Contact

Mrs Pauline Lowe

Email

pauline.lowe@halton.gov.uk

Telephone

+44 1511111111

Country

United Kingdom

Region code

UKD71 - East Merseyside

Internet address(es)

Main address

<http://www2.halton.gov.uk>

Buyer's address

<http://www2.halton.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.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

Tender for the Provision of Digital Telehealth Care System

Reference number

DN653272

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Halton Borough Council wishes to procure a replacement electronic Telehealthcare alarm monitoring, and lone working system. The current Tunstall solution delivers a telecare alarm and response service to over approx. 2300 customers and receives over 176,255 alarm calls a year responding to 4565 alarms each year by a manned dispatch team.

The current contract with Tunstall expires in April 2023 and the Council wishes to procure a replacement digital solution.

An additional driver for the change is to align any system with the scheduled switch over of the national telecommunications infrastructure from analogue (PSTN) to digital (IP) telephone services by 2025. More recently the service has begun to implement Assistive Technology (AT) and Telehealth solutions into Customers Care Plans. Most of the AT operates utilising digital ready IP. The AT equipment includes home monitoring-based solutions consisting of consumer led Internet of Things (IOT) sensors and GPS tracking devices. The Council are actively promoting how technology products in the consumer tech market can help residents to have a positive impact on their life, such as reducing social isolation and enabling them to retain independence in their own homes.

II.1.5) Estimated total value

Value excluding VAT: £430,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD71 - East Merseyside

II.2.4) Description of the procurement

Halton Borough Council wishes to procure a replacement electronic Telehealthcare alarm monitoring, and lone working system. The current Tunstall solution delivers a telecare alarm and response service to over approx. 2300 customers and receives over 176,255 alarm calls a year responding to 4565 alarms each year by a manned dispatch team.

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II.2.5) Award criteria

Cost criterion - Name: Pricing / Weighting: 40

Cost criterion - Name: Quality / Weighting: 60

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

Start date

1 June 2023

End date

31 May 2026

This contract is subject to renewal

Yes

Description of renewals

Plus the option to extend for up to 2 x 3 years

until 31st May 2029 and 31st May 2032

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Criteria as outlined within the Tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

1 March 2023

Local time

11:00am

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

1 March 2023

Local time

11:05am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Halton Borough Council

Municipal Building

Widnes

Country

United Kingdom