

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006455-2024>

Tender

Care Connect Digital Upgrade - Alarm Receiving Centre Platform

Durham County Council

F02: Contract notice

Notice identifier: 2024/S 000-006455

Procurement identifier (OCID): ocds-h6vhtk-0425d9

Published 29 February 2024, 8:36am

Section I: Contracting authority

I.1) Name and addresses

Durham County Council

County Hall

DURHAM

DH15UL

Contact

Mackenzie Heath

Email

mackenzie.heath@durham.gov.uk

Telephone

+44 3000264859

Country

United Kingdom

Region code

UKC14 - Durham CC

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.durham.gov.uk

I.3) Communication

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

www.nepo.org

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.nepo.org

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

Care Connect Digital Upgrade - Alarm Receiving Centre Platform

Reference number

DN713379

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

This contract is for the Care Connect Digital Upgrade - Alarm Receiving Centre Platform.

Due to the impending switch off of the analogue phone network (PSTN), to be completed by December 2025, a digital upgrade is required for our ARC to enable the monitoring of digital personal alarms and communication with other digital equipment.

The scope of this arrangement may be extended to include any new or emerging technologies or products to support or enhance the Alarm Receiving Centre platform.

This procurement is issued under an Open Tender (Find a Tender Service Threshold) Process.

The expected start date for the proposed contract is 1st May 2024.

The expected end date for the proposed contract is 30th April 2027.

The proposed contract is to be let with two options to extend for a further 36-months per extension period from the actual end date.

Proposed extension period 1: 1st May 2027 - 30th April 2030.

Proposed extension period 2: 1st May 2023 - 30th April 2033.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKC14 - Durham CC

II.2.4) Description of the procurement

This contract is for the Care Connect Digital Upgrade - Alarm Receiving Centre Platform.

Due to the impending switch off of the analogue phone network (PSTN), to be completed by December 2025, a digital upgrade is required for our ARC to enable the monitoring of digital personal alarms and communication with other digital equipment.

The scope of this arrangement may be extended to include any new or emerging technologies or products to support or enhance the Alarm Receiving Centre platform.

This procurement is issued under an Open Tender (Find a Tender Service Threshold) Process.

The expected start date for the proposed contract is 1st May 2024.

The expected end date for the proposed contract is 30th April 2027.

The proposed contract is to be let with two options to extend for a further 36-months per extension period from the actual end date.

Proposed extension period 1: 1st May 2027 - 30th April 2030.

Proposed extension period 2: 1st May 2023 - 30th April 2033.

II.2.5) Award criteria

Quality criterion - Name: Project Implementation Plan / Weighting: 20

Quality criterion - Name: Data Migration and Validation / Weighting: 5

Quality criterion - Name: Hosting Security Compliance / Weighting: 5

Quality criterion - Name: Desirable System Requirements / Weighting: 5

Quality criterion - Name: Full System Overview (System Demonstration) / Weighting: 35

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £2,000,000

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

Duration in months

108

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-036889](#)

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

Date

1 April 2024

Local time

12:00pm

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

2 April 2024

Local time

12:00pm

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

Durham County Council

County Hall

Durham

DH1 5UL

Country

United Kingdom