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Contract

Connexus Invitation to Tender for Digital Community Alarms

Connexus Homes Limited

F03: Contract award notice

Notice identifier: 2023/S 000-008261

Procurement identifier (OCID): ocids-h6vhtk-03347b

Published 22 March 2023, 9:43am

Section I: Contracting authority

I.1) Name and addresses

Connexus Homes Limited

The Gateway, The Auction Yard

Craven Arms

SY7 9BW

Contact

Jayne Bissell

Email

jayne.bissell@connexus-group.co.uk

Telephone

+44 3332313233

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

Internet address(es)

Main address

<http://www.connexus-group.co.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA7601

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Connexus Invitation to Tender for Digital Community Alarms

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

As part of the digital switchover, Connexus are looking for a transformative digital solution to replace its existing Community Alarm provision which is not compatible with the new digital standards within existing schemes to ensure it fully functions once analogue services are switched off. This will mean that vulnerable adults across the schemes will continue to have access to this provision without any interruptions in their service.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 85323000 - Community health services
- 32510000 - Wireless telecommunications system
- 32500000 - Telecommunications equipment and supplies
- 32546000 - Digital switching equipment
- 35121700 - Alarm systems
- 32550000 - Telephone equipment

- 32570000 - Communications equipment
- 32520000 - Telecommunications cable and equipment
- 32571000 - Communications infrastructure
- 32572000 - Communications cable
- 98330000 - Physical well-being services

II.2.3) Place of performance

NUTS codes

- UKG11 - Herefordshire, County of
- UKG22 - Shropshire CC

Main site or place of performance

Across Herefordshire and Shropshire

II.2.4) Description of the procurement

A social alarm is an alarm device that is installed in an individual's home or communal area which makes it possible for that individual to call for assistance in both urgent and non-urgent situations. These calls are linked to a staff member or support centre who will support the individual to address the issue over the telephone or call for assistance as appropriate to the situation.

Public switched telephone network (PSTN) that delivers analogue landline phone services is planned to be switched off in 2025. This network is being replaced by a digital infrastructure (Voice over Internet Protocol or IP voice). This will mean that the existing community alarms equipment installed across the Independent Living Schemes managed by Connexus may be affected.

As part of the digital switchover, Connexus are looking for a transformative digital solution to replace its existing Community Alarm provision which is not compatible with the new digital standards within existing schemes to ensure it fully functions once analogue services are switched off. This will mean that vulnerable adults across the schemes will continue to have access to this provision without any interruptions in their service.

The ambition is to achieve a product that is cost effective, with little to no maintenance responsibilities and preferably not to have to use existing infrastructure.

The aim of this tender is to appoint a provider to carry out this work based on our specification requirements in our Invitation to Tender Document.

Any works would need to be completed in line with BT's digital switchover programme which is proposed to be complete by 2025.

Flexibility and adaptability will be required within the programme of works due to the nature of Connexus' customers, the life protecting nature of the solution and the phasing of BT's switchover programme.

II.2.5) Award criteria

Quality criterion - Name: as per procurement docs / Weighting: 100

Price - Weighting: 0

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-021838](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(MT Ref:229006)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum ten calendar day standstill period at the point of information on the award of the Contract(s) to be awarded at conclusion of the procurement exercise begun by publication of the contract notice is communicated to tenderers. The Public Contracts Regulations 2015 provides for aggrieved parties who have been harmed or at risk of harm by breach of those regulations to take action in the High Court (England, Wales and Northern Ireland). Generally, any such action must be brought within thirty days from the date the aggrieved party knew or ought to have known about the alleged breach. Where the contract(s) have not been entered into the court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract(s) have been entered into the court may only award damages or where the award procedures have not been followed correctly may in certain circumstances declare the contract to be 'ineffective'.

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

Correspondence Team, Cabinet Office, Whitehall

London

SW1A 2AS

Telephone

+44 2072761234

Country

United Kingdom