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Tender

Provision of Technology Enabled Care Alarm Receiving Service

Renfrewshire Council

F02: Contract notice

Notice identifier: 2024/S 000-008459

Procurement identifier (OCID): ocids-h6vhtk-04494f

Published 15 March 2024, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

Renfrewshire Council

Renfrewshire House, Cotton Street

Paisley

PA1 1JB

Email

alexandra.donaldson@renfrewshire.gov.uk

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00400

I.3) Communication

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

<https://www.publictenderscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictenderscotland.publiccontractsscotland.gov.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

Provision of Technology Enabled Care Alarm Receiving Service

Reference number

RC-CPU-23-328

II.1.2) Main CPV code

- 79711000 - Alarm-monitoring services

II.1.3) Type of contract

Services

II.1.4) Short description

The contract is for a Technology Enabled Care Alarm Receiving Service which will be available to Service Users living within the Renfrewshire area who are in receipt of the Technology Enabled Care Service (TECS).

II.1.5) Estimated total value

Value excluding VAT: £560,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79711000 - Alarm-monitoring services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Renfrewshire area.

II.2.4) Description of the procurement

Renfrewshire Council, on behalf of Renfrewshire Health and Social Care Partnership is seeking a Provider to provide, monitor, manage and operate a Technology Enabled Care Alarm Receiving Service which will be available to Service Users living within the Renfrewshire area who are in receipt of the Technology Enabled Care Service (TECS).

Further information is contained within the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Service Provision / Weighting: 17

Quality criterion - Name: Quality Assurance / Weighting: 10

Quality criterion - Name: Service Transfer and Exit / Weighting: 7

Quality criterion - Name: Technology / Weighting: 16

Quality criterion - Name: Community Benefits / Weighting: 5

Quality criterion - Name: Fair Work First / Weighting: 5

Cost criterion - Name: Price / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £560,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The Contract is for a period 2 years with the option to extend for up to a period of 12 months on two occasions (1 + 1), subject to satisfactory operation and performance. Any extension will be at the sole discretion of the Council.

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

The Provider must be accredited to the Telecare Services Association's (TSA) Quality Standards Framework (QSF) or other Nationally Approved Framework and maintain this accreditation throughout the duration of the contract.

III.1.2) Economic and financial standing

List and brief description of selection criteria

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement and duration of any subsequently awarded contract, the types and levels of insurance indicated below:

- Employers liability - statutory minimum 5m GBP, each and every claim
- Public and products liability - minimum 5m GBP, each and every claim
- Professional indemnity - minimum 1m GBP, each and every claim
- There will be a requirement for statutory third party motor vehicle insurance to be evidenced if vehicles are used to deliver the service. This can either be by way of a valid MV certificate in the company name, OR where there is no company fleet and employees use their own vehicles instead, a letter signed by a person of appropriate authority confirming that the provider has ongoing arrangements in place to ensure that employees' vehicles are appropriately insured and maintained for business purposes.

Minimum level(s) of standards possibly required

The Council will use Dun & Bradstreet (D&B) to assist in its determination of the organisation's financial status and risk.

The Council would expect Tenderers to have a minimum D&B Failure Score of 20, however failure to meet this Failure Score would not necessarily merit a 'FAIL' as the D&B Failure Score is only one factor used by the Council in assessing the acceptability or otherwise of a Tenderer's financial status.

If this score is not met, the Council will request 2 years audited accounts.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the services as described in the Invitation to Tender documentation.

All staff involved in the delivery of the Contract must be suitably trained and experienced.

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

The Provider must be accredited to the Telecare Services Association's (TSA) Quality Standards Framework (QSF) or other Nationally Approved Framework and maintain this accreditation throughout the duration of the contract.

III.2.2) Contract performance conditions

As per the Invitation to Tender documentation.

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

19 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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

19 April 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Tenderers are required to comply with the following:

- Specification;
- General Terms and Conditions of Contract;
- Special Conditions;
- Data Processing Agreement document.
- Cyber Security

Tenderers must complete, sign and upload the following documentation (as contained within the Supplier attachment area on PCS_T) with their tender submission:

- Tender Declaration Certificate;
- Equalities Questionnaire;
- Equalities Declaration;
- Tender Compliance Certificate;
- Prompt Payment Certificate;
- No Collusion Certificate;

- List of Domestic Sub-Contractors;
- H&S Questionnaire;
- Cloud Security Principles RC-CSPQ Response Form;
- Hosting Service IT Questionnaire;

Please note that all documents must be signed by an authorised signatory.

Request for Information:

Evidence of your company's insurance certificates detailing the required level of insurance's as per the levels stated within this Contract Notice and as detailed within the Invitation to Tender documentation must be uploaded within the general attachments area in Public Contract Scotland Tender Portal upon request by the Council.

Any contract awarded as a result of this tender exercise will be subject to Scots Law and the exclusive jurisdiction of the Scottish Courts.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 26353. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Information regarding Community Benefits is contained within the Invitation to Tender documentation.

(SC Ref:761166)

VI.4) Procedures for review

VI.4.1) Review body

See VI.4.3 below

See VI.4.3 Below

Country

United Kingdom

Internet address

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

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers or risks suffering, loss or damage attributable to breach of duty under the Public Contracts (Scotland) Regulations 2015 (SSI 2015/446, as amended) may bring proceedings in the Sheriff Court or the Court of Session in accordance with Regulation 88 of the 2015 Regulations.