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Tender

# Technologies for Independent Living: Telecare, Telehealth Framework

Procurement for Housing

F02: Contract notice

Notice identifier: 2023/S 000-009231

Procurement identifier (OCID): ocds-h6vhtk-03b735

Published 30 March 2023, 8:55am

## **Section I: Contracting authority**

## I.1) Name and addresses

Procurement for Housing

2 Olympic Way, Woolston Grange Avenue

Birchwood, Warrington

WA2 0YL

#### Contact

Rosemary Clarkson

#### **Email**

rclarkson@pfh.co.uk

#### **Telephone**

+44 1925282377

#### Country

**United Kingdom** 

**NUTS** code

UK - United Kingdom

Internet address(es)

Main address

http://www.procurementforhousing.co.uk

Buyer's address

https://www.mytenders.co.uk/search/Search\_AuthProfile.aspx?ID=AA26067

## 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

https://www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.mytenders.co.uk

## I.4) Type of the contracting authority

Body governed by public law

## I.5) Main activity

General public services

## **Section II: Object**

#### II.1) Scope of the procurement

#### II.1.1) Title

Technologies for Independent Living: Telecare, Telehealth Framework

Reference number

RC/TIL/2023

#### II.1.2) Main CPV code

85000000 - Health and social work services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

Established in 2004, Procurement for Housing (PfH) is a national procurement consortium dedicated to the social housing sector and supported by the National Housing Federation (NHF), Chartered Institute of Housing (CIH) and HouseMark. Collectively our Members manage more than 75% of UK' social housing stock, with PfH helping them to achieve efficiency savings using a wide range of services including framework agreements, spend analyses, strategy reviews, consolidated billing and comprehensive reporting. PfH is a contracting authority under Regulation 2 of the Public Contracts Regulations 2015 ("PCR 2015") and a central purchasing body under regulation 37 PCR 2015.

Please refer to www.pfh.co.uk for additional information.

PfH is administered by Inprova Limited and is headquartered in the North West of England with over 20 years of expertise and experience offering a complete procurement solutions package across outsourcing, technology and consultancy. By integrating procurement services and technology, Inprova operates as a delivery partner, supporting business performance improvement for the public sector.

PfH is seeking professional and experienced suppliers to form a framework agreement for Technologies for Independent Living: Telecare, Telehealth Solutions. The Framework Agreement will be for an initial period of three (3) years with an option to extend for a further twelve (12) months.

The scope of the agreement covers multiple product categories which includes a core list

of Telecare and Telehealth equipment and solutions including but not limited to; telecare equipment and associated services, telehealth solutions, telecare monitoring services and solutions, call monitoring and data applications, software and cloud based services and integrated managed services.

Bidders should note that the estimated total Lot values provided within Document 1 - Invitation to Tender and in the Contract Notice, represent the estimated maximum spend ranges for each Lot. However, Tenderers should note that we expect the total value of the Framework Agreement across all lots to be less than that total sum, as it is unknown which contracting route will be selected by PfH Members.

#### II.1.5) Estimated total value

Value excluding VAT: £80,000,000

#### II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

#### II.2) Description

#### II.2.1) Title

Telecare: Equipment, and Associated Services

Lot No

1

- 35113000 Safety equipment
- 35121000 Security equipment
- 35121700 Alarm systems
- 35120000 Surveillance and security systems and devices
- 32500000 Telecommunications equipment and supplies
- 45314000 Installation of telecommunications equipment
- 45233292 Installation of safety equipment

- 50000000 Repair and maintenance services
- 50116100 Electrical-system repair services
- 51300000 Installation services of communications equipment
- 71317200 Health and safety services
- 71317210 Health and safety consultancy services
- 80330000 Safety education services
- 80550000 Safety training services
- 51700000 Installation services of fire protection equipment
- 32510000 Wireless telecommunications system
- 33100000 Medical equipments
- 48213000 Operating system enhancement software package
- 48314000 Voice recognition software package
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 71243000 Draft plans (systems and integration)
- 72211000 Programming services of systems and user software
- 31712112 SIM cards
- 32412100 Telecommunications network
- 32260000 Data-transmission equipment
- 32230000 Radio transmission apparatus with reception apparatus
- 50333100 Repair and maintenance services of radio transmitters
- 72720000 Wide area network services
- 32583000 Data and voice media
- 50610000 Repair and maintenance services of security equipment
- 31625200 Fire-alarm systems

#### II.2.3) Place of performance

#### **NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 1 will provide members a full range of telecare solutions, including but not limited to; the supply of equipment related to call centre, warden call, telecare, technology and telephony solutions together with associated services, including but not limited to; Installation, design, servicing, repairs, maintenance, advisory and consultancy services, project and asset management.

PfH anticipates awarding places Lot 1 to six suppliers, but reserves the right to award a greater or fewer number of places depending on the bids received.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### II.2.6) Estimated value

Value excluding VAT: £15,000,000

#### 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

The Framework is for an initial period of three years with the option to extend for a further 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

#### II.2) Description

#### II.2.1) Title

Telehealth Solutions

Lot No

2

- 85140000 Miscellaneous health services
- 85100000 Health services
- 75122000 Administrative healthcare services
- 85144000 Residential health facilities services
- 85323000 Community health services
- 79711000 Alarm-monitoring services
- 35121700 Alarm systems
- 98000000 Other community, social and personal services
- 79511000 Telephone operator services
- 79512000 Call centre
- 32250000 Mobile telephones
- 32252000 GSM telephones
- 30213200 Tablet computer
- 32500000 Telecommunications equipment and supplies
- 33190000 Miscellaneous medical devices and products

- 64212000 Mobile-telephone services
- 33197000 Medical computer equipment
- 33100000 Medical equipments
- 33140000 Medical consumables
- 48000000 Software package and information systems
- 48180000 Medical software package
- 48211000 Platform interconnectivity software package
- 48213000 Operating system enhancement software package
- 48218000 License management software package
- 48219100 Gateway software package
- 48219700 Communications server software package
- 48314000 Voice recognition software package
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 71243000 Draft plans (systems and integration)
- 72200000 Software programming and consultancy services
- 72211000 Programming services of systems and user software
- 32234000 Closed-circuit television cameras
- 32235000 Closed-circuit surveillance system
- 50333100 Repair and maintenance services of radio transmitters
- 72720000 Wide area network services
- 32260000 Data-transmission equipment
- 32583000 Data and voice media
- 33195000 Patient-monitoring system
- 33123210 Cardiac-monitoring devices
- 35120000 Surveillance and security systems and devices

• 72317000 - Data storage services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 2 will provide members a full range of telehealth solutions, including but not limited to; telehealth and remote patient monitoring and software solutions, technology and telephony equipment and solutions, supply of equipment and provision of repairs, service, maintenance and associated services.

PfH anticipates awarding places on Lot 2 to five suppliers, however, reserve the right to award places to a greater or fewer number of suppliers depending on the bids received.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### II.2.6) Estimated value

Value excluding VAT: £15,000,000

#### 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

The Framework Agreement is for an initial period of three years with the option to extend for a further 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

## II.2) Description

#### II.2.1) Title

Monitoring Services and Solutions

Lot No

3

#### II.2.2) Additional CPV code(s)

- 79711000 Alarm-monitoring services
- 35121700 Alarm systems
- 98000000 Other community, social and personal services
- 79511000 Telephone operator services
- 79512000 Call centre
- 72227000 Software integration consultancy services
- 71243000 Draft plans (systems and integration)
- 72200000 Software programming and consultancy services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 3 will provide members a full range of monitoring solutions, including but not limited to; the provision of call monitoring from a range of devices or sensors, including but not limited to dispersed alarms, telecare/telehealth devices, door entry and access control

systems, fire alarms, intruder alarms, lifts and group living schemes. Additionally, this lots allows for the provision of equipment supply in relation to call monitoring services together with technology and telephony based solutions.

PfH anticipates awarding places on Lot 3 to five suppliers but reserves the right to award a greater or fewer number of places depending on the bids received

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### II.2.6) Estimated value

Value excluding VAT: £10,000,000

#### 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

The framework is for an initial period of three years with the option to extend for a further 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

## II.2) Description

#### II.2.1) Title

Telecare Equipment and Monitoring Services

Lot No

4

- 35113000 Safety equipment
- 35121000 Security equipment
- 35121700 Alarm systems
- 35120000 Surveillance and security systems and devices
- 32500000 Telecommunications equipment and supplies
- 45314000 Installation of telecommunications equipment
- 45233292 Installation of safety equipment
- 50000000 Repair and maintenance services
- 50116100 Electrical-system repair services
- 51300000 Installation services of communications equipment
- 71317200 Health and safety services
- 71317210 Health and safety consultancy services
- 80330000 Safety education services
- 80550000 Safety training services
- 51700000 Installation services of fire protection equipment
- 32510000 Wireless telecommunications system
- 33100000 Medical equipments
- 48213000 Operating system enhancement software package
- 48314000 Voice recognition software package

- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 71243000 Draft plans (systems and integration)
- 72211000 Programming services of systems and user software
- 31712112 SIM cards
- 32412100 Telecommunications network
- 32260000 Data-transmission equipment
- 32230000 Radio transmission apparatus with reception apparatus
- 50333100 Repair and maintenance services of radio transmitters
- 72720000 Wide area network services
- 32583000 Data and voice media
- 50610000 Repair and maintenance services of security equipment
- 31625200 Fire-alarm systems
- 79711000 Alarm-monitoring services
- 98000000 Other community, social and personal services
- 79511000 Telephone operator services
- 79512000 Call centre
- 72200000 Software programming and consultancy services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 4 offers members the opportunity to call off requirements for services spanning both Lot 1 and 3, enabling both the member and supplier to develop and implement a total telecare solution under the remit of a single supplier.

PfH anticipates awarding places on Lot 4 to five suppliers but reserves the right to award a greater or fewer number of places depending on the bids received.

Bidders should note that to apply for Lot 4 they must also have applied for Lots 1 and 3.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### II.2.6) Estimated value

Value excluding VAT: £25,000,000

#### 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

The framework is for an initial period of three years with the option to extend for a further 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

## II.2) Description

#### II.2.1) Title

Monitoring and Data Applications, Software and Cloud Based Services

Lot No

5

- 48218000 License management software package
- 79711000 Alarm-monitoring services
- 32252110 Hands-free mobile telephones (wireless)
- 32250000 Mobile telephones
- 64212000 Mobile-telephone services
- 32412100 Telecommunications network
- 30200000 Computer equipment and supplies
- 30213000 Personal computers
- 30230000 Computer-related equipment
- 30213200 Tablet computer
- 30237200 Computer accessories
- 50312600 Maintenance and repair of information technology equipment
- 50312000 Maintenance and repair of computer equipment
- 72212218 License management software development services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72210000 Programming services of packaged software products
- 72212781 System management software development services
- 72212982 Configuration management software development services
- 31712112 SIM cards
- 48222000 Web server software package
- 48000000 Software package and information systems

- · 48800000 Information systems and servers
- 48820000 Servers
- 48821000 Network servers
- 48822000 Computer servers
- 48823000 File servers
- 48824000 Printer servers
- 48825000 Web servers
- 72212222 Web server software development services
- 72422000 Internet or intranet server application development services
- 72212730 Security software development services
- 72212731 File security software development services
- 72212732 Data security software development services
- 73431000 Test and evaluation of security equipment
- 32500000 Telecommunications equipment and supplies
- 32412000 Communications network
- 32413000 Integrated network
- 32424000 Network infrastructure
- 32430000 Wide area network
- 32400000 Networks
- 32412110 Internet network
- 32410000 Local area network
- 72317000 Data storage services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 5 offers members the opportunity to call off requirements for the provision of call monitoring and data applications, software and cloud based services and solutions relating to both telecare and telehealth or a combination of both services.

PfH anticipates awarding places on lot 3 to five suppliers but reserves the right to award a greater or fewer number of places depending on the bids received.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### II.2.6) Estimated value

Value excluding VAT: £10,000,000

#### 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

The framework is for an initial period of three years with the option to extend for a further 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

## II.2) Description

#### II.2.1) Title

**Integrated Managed Services** 

Lot No

6

- 79711000 Alarm-monitoring services
- 35113000 Safety equipment
- 71317200 Health and safety services
- 71317210 Health and safety consultancy services
- 80330000 Safety education services
- 80550000 Safety training services
- 45233292 Installation of safety equipment
- 35121700 Alarm systems
- 50000000 Repair and maintenance services
- 50116100 Electrical-system repair services
- 35120000 Surveillance and security systems and devices
- 35121000 Security equipment
- 98000000 Other community, social and personal services
- 72220000 Systems and technical consultancy services
- 72221000 Business analysis consultancy services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services

- 72246000 Systems consultancy services
- 79400000 Business and management consultancy and related services
- 79420000 Management-related services
- 79417000 Safety consultancy services
- 79511000 Telephone operator services
- 79512000 Call centre
- 45314000 Installation of telecommunications equipment
- 32500000 Telecommunications equipment and supplies
- 51300000 Installation services of communications equipment
- 51700000 Installation services of fire protection equipment
- 32510000 Wireless telecommunications system
- 33100000 Medical equipments
- 48213000 Operating system enhancement software package
- 48314000 Voice recognition software package
- 71243000 Draft plans (systems and integration)
- 72211000 Programming services of systems and user software
- 31712112 SIM cards
- 32412100 Telecommunications network
- 32260000 Data-transmission equipment
- 32230000 Radio transmission apparatus with reception apparatus
- 50333100 Repair and maintenance services of radio transmitters
- 72720000 Wide area network services
- 32583000 Data and voice media
- 50610000 Repair and maintenance services of security equipment
- 31625200 Fire-alarm systems
- 85100000 Health services

- 75122000 Administrative healthcare services
- 85140000 Miscellaneous health services
- 85144000 Residential health facilities services
- 85323000 Community health services
- 32250000 Mobile telephones
- 32252000 GSM telephones
- 30213200 Tablet computer
- 33190000 Miscellaneous medical devices and products
- 64212000 Mobile-telephone services
- 33197000 Medical computer equipment
- 33140000 Medical consumables
- 72317000 Data storage services
- 33123210 Cardiac-monitoring devices
- 33195000 Patient-monitoring system
- 32235000 Closed-circuit surveillance system
- 32234000 Closed-circuit television cameras
- 72200000 Software programming and consultancy services
- 48219700 Communications server software package
- 48219100 Gateway software package
- 48218000 License management software package
- 48000000 Software package and information systems
- 48180000 Medical software package
- 48211000 Platform interconnectivity software package
- 30200000 Computer equipment and supplies
- 30237200 Computer accessories
- 50312600 Maintenance and repair of information technology equipment

- 50312000 Maintenance and repair of computer equipment
- 72212218 License management software development services
- 72000000 IT services: consulting, software development, Internet and support
- 72212982 Configuration management software development services
- 48800000 Information systems and servers
- 48820000 Servers
- 72212222 Web server software development services
- 32412110 Internet network
- 32400000 Networks
- 73431000 Test and evaluation of security equipment
- 72212732 Data security software development services
- 72212730 Security software development services
- 72422000 Internet or intranet server application development services
- 32412000 Communications network
- 72210000 Programming services of packaged software products
- 72212781 System management software development services

#### II.2.3) Place of performance

**NUTS** codes

UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 6 offers members the opportunity to call off requirements for managed services for the design, implementation, benefits realisation and continuous improvement of integrated telecare and telehealth products and services. A managed service must have as its core objective the provision of products and services relating to telecare or telehealth and operate to integrate multiple services and agencies (e.g. housing, local authorities, the health service, voluntary and community organisations etc).

PfH anticipates awarding places on Lot 6 to three suppliers but reserves the right to award a greater or fewer number of places depending on the bids received.

Bidders should note that to apply for Lot 6 they must also have applied for Lots 1 and 3.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### II.2.6) Estimated value

Value excluding VAT: £5,000,000

#### 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

The framework is for an initial period of three years with the option to extend for a further 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 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

Selection Criteria as set out in the Procurement Documentation

#### 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

#### III.2) Conditions related to the contract

#### III.2.2) Contract performance conditions

As stated in the Procurement Documentation

#### Section IV. Procedure

#### **IV.1) Description**

#### IV.1.1) Type of procedure

Open procedure

#### IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 29

#### 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

5 May 2023

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: 6 (from the date stated for receipt of tender)

## IV.2.7) Conditions for opening of tenders

Date

5 May 2023

Local time

12:00pm

## **Section VI. Complementary information**

## VI.1) Information about recurrence

This is a recurrent procurement: No

#### VI.3) Additional information

This Framework may be used by any contracting authority listed in or referred to in the FTS Notice. This includes: All current members of PfH at the time of the FTS notice for this procurement; Any registered provider of social housing (or Welsh registered social landlord, or Scottish registered social registered social landlord) that becomes a member of PfH during the period of the Framework Agreement; Any public authority (as defined in the Freedom of Information Act 2000 for public authorities in England, Wales, Northern Ireland and UK-wide public authorities based in Scotland, or as defined in the Freedom of Information (Scotland) Act 2002 for Scottish public authorities) that becomes a member of PfH at any time during the period of the Framework Agreement; Any local authority (as defined in the Local Government Act 1972 for public authorities in England and Wales or as defined in the Local Government (Scotland) Act 1973 for Scottish local authorities or as defined in the Local Government Act (Northern Ireland) 1972 for local authorities in Northern Ireland) that becomes a member of PfH at any time during the period of the Framework Agreement; the Northern Ireland Housing Executive; any housing Arm's Length Management Organisation (ALMO) that becomes a member of PfH during the period of the Framework Agreement; Any wholly owned subsidiaries of any of the above Organisations; educational establishments and any other contracting authority listed on the following page of the PfH website:

http://procurementforhousing.co.uk/permissible-users/ at the time of the FTS notice for this procurement.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search Switch.aspx?ID=229059.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at <a href="https://www.mytenders.co.uk/sitehelp/help\_guides.aspx">https://www.mytenders.co.uk/sitehelp/help\_guides.aspx</a>.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:229059)

## 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