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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): ocids-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

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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

II.2.2) Additional CPV code(s)

- 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

II.2.2) Additional CPV code(s)

- 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

II.2.2) Additional CPV code(s)

- 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

II.2.2) Additional CPV code(s)

- 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

II.2.2) Additional CPV code(s)

- 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

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

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>