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Contract

## **Electronic Call Monitoring System for Care and Support at Home**

Inverclyde Council

F03: Contract award notice

Notice identifier: 2023/S 000-009619

Procurement identifier (OCID): ocids-h6vhtk-0377e0

Published 3 April 2023, 11:08am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Inverclyde Council

Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

#### **Contact**

Andrew Duncan

#### **Email**

[Procurement@inverclyde.gov.uk](mailto:Procurement@inverclyde.gov.uk)

#### **Telephone**

+44 1475712796

#### **Country**

United Kingdom

**NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00168](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00168)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

Electronic Call Monitoring System for Care and Support at Home

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Inverclyde Council are seeking to appoint a provider for the requirement of an Electronic Call Monitoring System for Care and Support at Home.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

The Electronic Call Monitoring System is required to manage the delivery of the Council's care at home service, with a range of easy-to-use, mix-and-match solutions including real-time care monitoring, mobile monitoring (via a mobile App), scheduling of visits, allowing the Council to maximise the usage of available resources, invoice & payroll / financial management, as well as the Council having the ability to provide detailed, person/carer, provider or Team specific reporting using the business intelligence reporting functionality.

#### **II.2.5) Award criteria**

Quality criterion - Name: Implementation Plan / Weighting: 10

Quality criterion - Name: Support & Maintenance / Weighting: 7.5

Quality criterion - Name: Processing Data / Weighting: 7.5

Quality criterion - Name: Implementation / Weighting: 5

Quality criterion - Name: Cloud Security Principles / Weighting: 2.5

Quality criterion - Name: Exit Management / Weighting: 2.5

Quality criterion - Name: Fair Work First / Weighting: 2.5

Quality criterion - Name: Social Value Outcome Menu / Weighting: 1.5

Quality criterion - Name: Social Value Supporting Methodology / Weighting: 1

Price - Weighting: 60

#### **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.2.14) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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## **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 000-029764](#)

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## **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)

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Tenderers are required to comply with the following:

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#### **SPD Part 4C - Supply Chain Management**

If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

- a) their standard payment terms
- b) 95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

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#### **SPD Part 3D Labour Law**

The bidder must detail in response to this question, any breaches of Labour Law inclusive of any Health and Safety Breaches and complete where applicable all related conditional questions.

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#### **SPD Part 4D - Quality Management Procedures**

1. The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent),

OR

The bidder must comply with the alternative requirements as detailed within the "Selection

Criteria Additional Information" document located in the Attachments area of the PCS-T project associated with this contract opportunity.

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#### SPD Part 4D - Health and Safety Procedures

The bidder must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum.

OR

The bidder must comply with the alternative requirements as detailed within the "Selection Criteria Additional Information" document located in the Attachments area" of the PCS-T project associated with this contract opportunity.

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#### SPD Part 4D - Environmental Management Requirements

The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate,

OR

The bidder must comply with the alternative requirements as detailed within the "Selection Criteria Additional Information" document located in the Attachments area of the PCS-T project associated with this contract opportunity.

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It is also a requirement of this tender to comply with Inverclyde Councils General Conditions of Contract, Special Conditions and Service Specification as detailed within the associated PCS-T project.

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(SC Ref:728010)

#### **VI.4) Procedures for review**

**VI.4.1) Review body**

Greenock Sheriff Court and Justice of the Peace Court

Greenock

PA15 1LX

Country

United Kingdom