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Tender

## **The Supply, Installation, Licenses & On-Going Support & Maintenance of a Digital Alarm Platform**

Caerphilly CBC

F02: Contract notice

Notice identifier: 2022/S 000-011678

Procurement identifier (OCID): ocids-h6vhtk-03343b

Published 5 May 2022, 12:09pm

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

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

Caerphilly CBC

Penallta House

Hengoed

CF82 7RG

#### **Contact**

Helen Sellwood

#### **Email**

[sellwhl@caerphilly.gov.uk](mailto:sellwhl@caerphilly.gov.uk)

#### **Telephone**

+44 1443863282

#### **Fax**

+44 1443863167

**Country**

United Kingdom

**NUTS code**

UKL16 - Gwent Valleys

**Internet address(es)**

Main address

[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0272](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0272)

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com/account/login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/account/login>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/account/login>

**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**

The Supply, Installation, Licenses & On-Going Support & Maintenance of a Digital Alarm Platform

Reference number

CCBC/PS2131/22/HS

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

- 48000000 - Software package and information systems

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

Supplies

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

Caerphilly County Borough Council (the Council) are seeking tender responses from suitable companies to commission a Digital Alarm Platform for the Careline\Telecare Services including any applicable licenses, on-going support and maintenance for Caerphilly County Borough Council

#### **II.1.5) Estimated total value**

Value excluding VAT: £700,000

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

This contract is divided into lots: No

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

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

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

- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64220000 - Telecommunication services except telephone and data transmission services
- 64227000 - Integrated telecommunications services
- 79711000 - Alarm-monitoring services
- 48000000 - Software package and information systems
- 48600000 - Database and operating software package
- 32580000 - Data equipment
- 32570000 - Communications equipment
- 32510000 - Wireless telecommunications system
- 85323000 - Community health services
- 85100000 - Health services

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

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Within the Boundaries of Caerphilly Council Borough Council

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

Caerphilly County Borough Council (the Council) are seeking tender responses from suitable companies to commission a Digital Alarm Platform for the Careline\Telecare Services including any applicable licenses, on-going support and maintenance. This system shall replace an existing system. The Council will not be able to purchase or move to a solution without having a DR back up in place in case of failure or evacuation in the primary ARC location or connectivity to the solution from remote ARC locations

The system shall be a new bespoke Digital Alarm Platform to be utilised by the Careline/Telecare Services. The Solution needs to be a robust and reliable platform (managed hosting / SaaS). Full details on the tender specification please access the tender documentation (ITT) which can be found on the e-tendering system Proactis plaza as per the link in this notice.

The procurement process for this arrangement shall follow a three-stage, Open Procedure as follows:-

First Stage – Selection Stage

Second Stage – Tender Response

Third Stage - Technical / Demonstration

Bidders shall be required to pass each stage to proceed to the next stage of the tender process. Full details are contained and outlined in the tender documentations (ITT)

The Evaluation of the tender process shall be evaluated based on the Most Economically Advantageous Tender in terms of the following award criteria

Price 10%

Quality 90%

Social Value is 10% of the Quality Sub-Criteria and must be completed via the Social Value Portal. The full Sub-Criteria is outline below. Full details are contained in the tender documentation via the portal.

Bidders will be expected to attend the Technical Workshop / System Demonstration on the date and time allocated by the Council.

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

Quality criterion - Name: Quality Tender Response / Weighting: 30

Quality criterion - Name: Quality - Technical Workshop / Weighting: 20

Quality criterion - Name: Quality System Deomonstration / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 10

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The contract shall be for a period of five (5) years with the option to extend for up to a further period of five (5) years, extended on an annual basis total 120 months. Please note that the Council may not choose to take up any of the extension options.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Additional purchases and licenses relating to the the system maybe required as part of the contract and the council reserves the right to purchase these as part of the contract if required

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **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 detailed in the ITT Document

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

7 June 2022

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**

Tender must be valid until: 7 December 2022

#### **IV.2.7) Conditions for opening of tenders**

Date

7 June 2022

Local time

12:00pm



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## **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**

As part of the process, the tender will be undertaken utilising Caerphilly CBC's Proactis Portal e-tendering system.

Therefore, companies are invited to follow the directions below to register on the system:

1. Log in to the Proactis Portal E-tendering system at <https://www.proactisplaza.com>
2. Click the "Sign Up" button.
3. Enter your details such as Organisation Name, Details and Primary Contact Details.
4. Please make a note of the Organisation ID and Login Name, then click Register.
5. You may then receive an email from the system asking you to Click here to activate your account. This takes you to Enter Organisation Details. Or you may be redirected straight to your account home page, depending on your browser.
6. Please enter the information requested, click Next and follow the instructions ensuring that you enter all applicable details.
7. In the Enter Product Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice.
8. Accept the Terms and Conditions and then click Next. This takes you in to the Welcome window.
9. In the Welcome window please enter your Organisation name, Organisation ID and

User Name (User ID). You now need to create your unique password. Please ensure that you make a note of this along with the other information already recorded.

10. Now click Done and you will enter the Supplier Home page.

11. From the Home Page, go to the "Opportunities" area, where you can search for this Opportunity. Click on the "Show Me Arrow" of the relevant opportunity and then click to register your interest on the relevant button.

12. Click the Opportunities Icon on the left of the page so that the page is refreshed, then, click on the "Show Me Arrow" of the relevant contract again and this will take you into the create a response section of the portal.

13. Note the closing date for completion of the relevant project. Please review the tabs at the top of the page as there will be information relating to the project held here.

14. You can now either continue to fill out this area and create a response or if the project is not of interest to you Decline this opportunity by clicking the "Decline" button at the top of the page.

Tenderers shall express an interest in tendering for this arrangement by registering their interest on the Proactis Portal System as stated above and then completing the online e-tender submission. If you have any issues with your account please use the 'Raise a Ticket' function on the Proactis Portal. Instructions on how to utilise this function can be found in the attachments.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at [https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=121010](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=121010).

(WA Ref:121010)

The buyer considers that this contract is suitable for consortia.

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

### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom