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Tender

Electronic Call Monitoring System for Care and Support at Home

Inverclyde Council

F02: Contract notice

Notice identifier: 2024/S 000-011990

Procurement identifier (OCID): ocds-h6vhtk-0451da

Published 12 April 2024, 1:54pm

Section I: Contracting authority

I.1) Name and addresses

Inverclyde Council

Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

Contact

Kieran Guiller

Email

Procurement@inverclyde.gov.uk

Telephone

+44 1475712634

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

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

www.publictendersscotland.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publictendersscotland.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

Electronic Call Monitoring System for Care and Support at Home

Reference number

CP0550/HSCP

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 service 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 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: Desirable Elements / Weighting: 20%

Quality criterion - Name: Implementation Plan / Weighting: 15%

Quality criterion - Name: Support & Maintenance / Weighting: 8%

Quality criterion - Name: Processing Data / Weighting: 8%

Quality criterion - Name: Cloud Security Principles / Weighting: 2%

Quality criterion - Name: Exit Management / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 2%

Quality criterion - Name: Social Value Outcome Menu / Weighting: 2%

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

Price - Weighting: 40%

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

Start date

1 July 2024

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further 2 x 12 months.

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.2.14) Additional information

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

4B.1.2 Inverclyde Council will check the financial status of applicants by means of a Dun and Bradstreet assessment. In order to be considered, applicants must achieve one of the following:

(a) Where the tenderers Dun & Bradstreet risk indicator is 3, the annual contract value should also be less than 50% of the tenderers

average turnover over the preceding 2 years (with audited accounts dated within 24 months of the date of the financial check).

OR

(b) Where the tenderers Dun & Bradstreet risk indicator is 2 or better, the annual contract value should also be less than 75% of the tenderers average turnover over the preceding 2 years (with audited accounts dated within 21 months of the date of the financial check).

APPLICANTS ARE STRONGLY ADVISED TO SATISFY THEMSELVES THAT THEY MEET THESE CRITERIA AS FAILURE OF THE FINANCIAL CHECK WILL MEAN THAT THEIR APPLICATION WILL NOT BE CONSIDERED FURTHER. APPLICANTS SHOULD ALSO SATISFY THEMSELVES THAT THEIR DUN AND BRADSTREET RATINGS ARE CORRECT AND IT IS THE APPLICANT'S RESPONSIBILITY TO RAISE ANY QUERIES WITH DUN AND BRADSTREET IF THEY FEEL A CORRECTION IS REQUIRED. THE COUNCIL WILL RELY ON THE RISK RATING IT OBTAINS AT THE TIME IT

PERFORMS THE D&B FINANCIAL CHECK.

You must provide your average yearly turnover for the last 2 years.

Turnover must be provided from your audited accounts. Turnover from unaudited accounts or part year turnover will not be accepted.

If you are unable to provide the turnover information required due to being exempt from submission of full audited accounts, please provide an explanation on why you are exempt in response to this question.

If you have responded that you are exempt from submitting full audited accounts, please confirm that you will be prepared to submit alternative information and documentation on your financial position should this be required at any point. This information could be required at selection or in the event that the bidder is identified as the preferred bidder.

Minimum level(s) of standards possibly required

4B.5.1a/4B.5.1b/4B.5.2 It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = 5M GBP

Public Liability Insurance = 5M GBP to include Data Protection Insurance limit of indemnity required 500K GBP

Professional Indemnity Insurance = 1M GBP/ 6yrs following the expiration or ending of this contract.

Contractor's Cyber Risk insurance = 500K GBP

III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

SPD QUESTION 4C:

Bidders will be required to provide 2 examples that demonstrate they have the relevant experience of delivering an Electronic Call Monitoring System within the past 3 years that has the functionality as detailed within the contract specification mandatory requirements (Section A Technical Requirements and Section B System Requirements).

One example must demonstrate you have experience of delivering a contract of similar

size and nature within another local authority within the UK. Please provide a contact email address in which Inverclyde Council can complete a reference check with the local authority to validate that your system has the functionality required.

Examples must demonstrate you have experience of delivering a contract of similar size and nature that can be transferrable into this contract.

SPD 4C SUBCONTRACTORS

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

4D.1 QUALITY MANAGEMENT PROCEDURES

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 have the following:

A documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the bidder has, and continues to implement, a quality management policy that is authorised by their Chief Executive, or equivalent, which is periodically reviewed at a senior management level. The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for quality management throughout the organisation.

4D.1 HEALTH & SAFETY

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 hold the information contained in the supplier attachment area in PCS-T (file name "Contract Notice Additional Information")

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

13 May 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

13 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Further publication prior to expiry of the contract arising from this tender, approximately in April 2028. If options to extend the contract are taken up, then this will extend to 2029 or 2030.

VI.3) Additional information

Tenderers will be required to return with their submission a completed Data Protection Certificate, FOI Certificate, No Collusion Certification, S1 Equalities Questionnaire, S2 Equalities Declaration, Workforce Matters, Prompt Payment Certificate and Tender Declaration Certificate.

It will also be a condition of contract that Tenderers comply with ISO 27001, ISO 27002, Inverclyde Council's Electronic Call Monitoring System for Care and Support at Home Terms and Conditions of Contract and Mandatory Specification, & Contract Information for Tenderers and enter into a Data Sharing Agreement with Inverclyde Council.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 26220. For more information see:

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

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:

Communality Benefits (Social Value) is a key component in maximising social, economic, and environmental benefits. The key principles

of including social benefits within contracts are to ensure they are proportionate, deliverable and relevant to that contract. This Contract

will set a minimum number of Social Value Points to receive maximum marks during the Social Value Outcomes response evaluation.

(SC Ref:759056)

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheriff Court and Justice of the Peace Court

Sheriff Court House, 1 Nelson Street

Greenock

PA15 1TR

Country

United Kingdom