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Contract

Care Connect Digital Upgrade - Alarm Receiving Centre Platform

Durham County Council

F03: Contract award notice

Notice identifier: 2024/S 000-014902

Procurement identifier (OCID): ocds-h6vhtk-0425d9

Published 10 May 2024, 9:16am

Section I: Contracting authority

I.1) Name and addresses

Durham County Council

County Hall

DURHAM

DH15UL

Contact

Mackenzie Heath

Email

mackenzie.heath@durham.gov.uk

Telephone

+44 3000264859

Country

United Kingdom

Region code

UKC14 - Durham CC

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.durham.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

Care Connect Digital Upgrade - Alarm Receiving Centre Platform

Reference number

DN713379

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

This contract is for the Care Connect Digital Upgrade - Alarm Receiving Centre Platform.

Due to the impending switch off of the analogue phone network (PSTN), to be completed by

December 2025, a digital upgrade is required for our ARC to enable the monitoring of digital

personal alarms and communication with other digital equipment.

The scope of this arrangement may be extended to include any new or emerging technologies or products to support or enhance the Alarm Receiving Centre platform.

This procurement is issued under an Open Tender (Find a Tender Service Threshold) Process.

The expected start date for the proposed contract is 1st May 2024.

The expected end date for the proposed contract is 30th April 2027.

The proposed contract is to be let with two options to extend for a further 36-months per

extension period from the actual end date.

Proposed extension period 1: 1st May 2027 - 30th April 2030.

Proposed extension period 2: 1st May 2023 - 30th April 2033.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £1,003,302 / Highest offer: £2,000,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKC14 - Durham CC

II.2.4) Description of the procurement

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Proposed extension period 1: 1st May 2027 - 30th April 2030.

Proposed extension period 2: 1st May 2023 - 30th April 2033.

II.2.5) Award criteria

Quality criterion - Name: Project Implementation Plan / Weighting: 20

Quality criterion - Name: Data Migration and Validation / Weighting: 5

Quality criterion - Name: Hosting Security Compliance / Weighting: 5

Quality criterion - Name: Desirable Requirements / Weighting: 5

Quality criterion - Name: System Demonstrations / Weighting: 35

Price - Weighting: 30

II.2.11) Information about options

Options: No

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: [2024/S 000-006455](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 April 2024

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Chubb Fire & Security Limited

Chubb House, Shadsworth Road, Blackburn

Lancashire

BB1 2PR

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

00524469

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,003,302

Lowest offer: £1,003,302 / Highest offer: £2,000,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Durham County Council

County Hall

Durham

DH1 5UL

Country

United Kingdom