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Tender

East Renfrewshire Council Telecare Alarm Receiving & Call- Handing System – Supply, Implementation, Support and Licensing/ Maintenance from Analogue to Digital Operation

East Renfrewshire Council

F02: Contract notice

Notice identifier: 2021/S 000-015754

Procurement identifier (OCID): ocds-h6vhtk-02c4fc

Published 7 July 2021, 4:45pm

Section I: Contracting authority

I.1) Name and addresses

East Renfrewshire Council

Eastwood HQ, Eastwood Park,

Giffnock

G46 6UG

Email

nora.nemeth@eastrenfrewshire.gov.uk

Telephone

+44 1415773669

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00183

I.3) Communication

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

<https://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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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://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

East Renfrewshire Council Telecare Alarm Receiving & Call- Handing System – Supply, Implementation, Support and Licensing/ Maintenance from Analogue to Digital Operation

Reference number

CE 19 20 003

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

East Renfrewshire Council is inviting tenders, from suitably qualified companies for the provision and installation of an Alarm Receiving Centre.

East Renfrewshire Council provides a 24/7/365 call handling services to c.3000 citizens within the Authority Area, handling a total of c.24000 incoming alarm calls and outbound calls per month. This is delivered through SLAs with East Renfrewshire HSCP for individuals (c.2537 clients), and for our Housing Services (323 scheme clients), and with a third party Housing Association (48 scheme clients) to deliver to telecare to citizens within group housing schemes. The telecare service is part of the drive to deliver social care in innovative ways within the community to meet the needs of the ageing population.

II.1.5) Estimated total value

Value excluding VAT: £320,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79711000 - Alarm-monitoring services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Open tender

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

2x12months

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 to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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

The proposed ARC solution the bidder is proposing must be on the Scottish Government Digital Office's Assessed Supplier's Security List published in the Digital Telecare Playbook by date of contract <https://telecare.digitaloffice.scot/>

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum yearly "specific" turnover of 90,000 GBP for the last 2 years in the business area covered by the contract.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

The bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:

Professional Risk Indemnity: 2m GBP

Employer's (Compulsory) Liability: 5m GBP

Public Liability: 5m GBP

Minimum level(s) of standards possibly required

Period covered: 2019/2020 and 2020-2021 financial years

A minimum score of 1 is required for solvency ratios while profitability ratios must demonstrate a positive result. (If this criteria is not met the council will at its discretion consider further financial information in relation to liquidity as outlined above)

Please download the attached document and confirm the following for the past two years:

Audited accounts Y / N

Turnover

Current Assets

Current Liabilities

Stock

Net profit

Earnings before Income tax (EBIT) Operating profit

Total Assets

Total Liabilities

Tenders are asked to provide their company number so that the council can run this report.

To establish the financial standing of a potential Tenderer, the Council will firstly take into account a risk report provided independently by Credit Safe. Tenders are asked to provide their company number so that the council can run this report.

Within such reports, the risk of business failure is expressed as a score ranging from 1 -100.

In the event that a company is determined to have a risk failure rating of below 30 i.e. that the company is considered to have a high risk of business failure, the submission will not be considered further.

Where you are not registered on credit safe e.g. charitable organisations, new start companies and Sole Traders you are to submit 2 years financial accounts, including Profit & Loss Statement and Balance Sheet for consideration.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the services/supplies as described in part II.2.4 of the Find a Tender

Service Contract Notice or the relevant section of the Site Notice.

Back to 3 years.

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

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

10 August 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

10 August 2021

Local time

12:00pm

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

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 39761. 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:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

A summary of the expected community benefits has been provided as follows:

Bidders responding to this opportunity will be required to confirm their compliance with the following in order for their bid to be considered further. Should you advise that you are unwilling to confirm compliance your bid will be removed from this exercise without further consultation.

East Renfrewshire Council is committed to maximising community benefits, Community benefits improve the economic, social or environmental wellbeing of the area. Under this contract the successful supplier will be requested to support East Renfrewshire Council's economic, environmental and social regeneration objectives to achieve benefits for our identified beneficiary hierarchy.

Tier 1. Targeted recruitment and training for priority employability groups.

Tier 2. Work experience placements for the same target groups.

Tier 3. Curriculum support for schools and those on employability pathways.

Tier 4. Community Enhancement for community groups and projects.

Tier 5. Small and Medium Enterprises and Social Enterprise Organisations supply chain support.

If you are successful in the award of this contract you will be required to communicate / meet with East Renfrewshire Council to finalise the delivery of the benefits that you are offering under this contract.

(SC Ref:659437)

VI.4) Procedures for review

VI.4.1) Review body

Paisley Sheriff and Justice of the Peace Court

Paisley

Country

United Kingdom