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Tender

## **East Renfrewshire Council Telecare Alarm Receiving & Call- Handling 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](mailto: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](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

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## **Section II: Object**

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

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

East Renfrewshire Council Telecare Alarm Receiving & Call- Handling 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.

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## **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.

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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

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

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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**

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