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Tender

## **Assistive Technological Solutions**

Hartlepool Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-016966

Procurement identifier (OCID): ocds-h6vhtk-0348eb

Published 21 June 2022, 4:14pm

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

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

Hartlepool Borough Council

Civic Centre, Victoria Road

Hartlepool

TS24 8AY

#### **Contact**

Mrs Karen Cooper

#### **Email**

[karen.cooper@hartlepool.gov.uk](mailto:karen.cooper@hartlepool.gov.uk)

#### **Telephone**

+44 1429523009

#### **Country**

United Kingdom

**NUTS code**

UKC11 - Hartlepool and Stockton-on-Tees

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

[www.procontract.due-north.com](http://www.procontract.due-north.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.procontract.due-north.com](http://www.procontract.due-north.com)

**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**

Assistive Technological Solutions

Reference number

DN616974

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

- 85000000 - Health and social work services

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

Services

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

The Council is seeking submissions from suitably skilled and experienced organisations to work in partnership to design and build a service to provide assistive technological solutions to support people to maintain their independence in the community and contribute to the prevention of admissions to hospital and into long term residential and nursing care.

The service will be person centred ensuring each recipient has the assistive technology they need to increase their independence and to support them to feel safe whilst reducing the need for unplanned care.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKC11 - Hartlepool and Stockton-on-Tees

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

The Council is seeking submissions from suitably skilled and experienced organisations to work in partnership to design and build a service to provide assistive technological solutions to support people to maintain their independence in the community and contribute to the prevention of admissions to hospital and into long term residential and nursing care.

The service will be person centred ensuring each recipient has the assistive technology they need to increase their independence and to support them to feel safe whilst reducing the need for unplanned care.

The service must

? provide an immediate personal response service - 24hours a day, 7 days a week including bank holidays

? be accredited with the Telecare Service Association (TSA) and respond to all calls in adherence with guidelines set by the TSA.

? triage referrals which require a visit from HBC Direct Care & Support

? ensure timely installation of reliable equipment following receipt of referral

? provide prompt diagnosis of faulty equipment and either replace or repair within 24 hours.

? ensure the system, and all ancillary equipment such as pendants and sensors are tested initially on installation and again at review

? monitor utilisation

? identify trends for service development and be responsive to changing landscape in technological solutions

? identify solutions for individual recipients

? complete full migration within 12 months of commencement of the contract

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 September 2022

End date

31 August 2032

This contract is subject to renewal

No

**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

## **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

25 July 2022

Local time

2:00pm

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

English

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

Date

29 July 2022

Local time

2:00pm

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Hartlepool Borough Council

Civic Centre, Victoria Road

Hartlepool

TS24 8AY

Country

United Kingdom