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Tender

## **Warden & Nurse Call Systems - Supply, Installation, Servicing & Maintenance - Portsmouth**

PORTSMOUTH CITY COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-017097

Procurement identifier (OCID): ocds-h6vhtk-02ca37

Published 20 July 2021, 3:51pm

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

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

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO12BG

#### **Contact**

Procurement Service

#### **Email**

[procurement@portsmouthcc.gov.uk](mailto:procurement@portsmouthcc.gov.uk)

#### **Telephone**

+44 2392688235

#### **Country**

United Kingdom

**NUTS code**

UKJ31 - Portsmouth

**Internet address(es)**

Main address

<https://www.portsmouth.gov.uk/services/business/procurement/contract-opportunities-with-us/>

**I.3) Communication**

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

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

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://in-tendhost.co.uk/portsmouthcc.aspx/home>

**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**

Warden & Nurse Call Systems - Supply, Installation, Servicing & Maintenance - Portsmouth

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

- 45312000 - Alarm system and antenna installation work

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

Works

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

Portsmouth City Council (the 'Council') is inviting expressions of interest from suitably experienced contractors for the replacement of existing analogue residential Warden and Telecare Call systems installed within the Council's 34 sheltered housing properties with digital systems.

Following completion of the supply and installation works, the Council will also require ongoing servicing, maintenance, repair and spares provision on a rolling basis.

In order to ensure flexibility the Council will require that the new systems can operate on a full Open Protocol basis in terms of both hardware / software integration and ongoing servicing & maintenance.

Supply & installation works will be delivered on a phased basis made up of multiple sheltered housing blocks within each phase.

The first phase (Phase 1) comprising 8 blocks is targeted to commence on site in January 2022 with all subsequent phases to be completed as far in advance of the 2025 deadline after which the analogue telephone services which the current systems rely upon will be switched off as the UK's telecoms infrastructure is upgraded to digital connectivity.

In order to provide continuity and ideally realise economies of scale and programme efficiencies, the Council will seek to ideally work with one contractor to deliver the supply & installation works and ongoing servicing & maintenance requirements. However in order to provide contingency and options for programme acceleration of installations a multi-supplier framework made up of 3-4 contractors will be established.

The top ranked framework contractor will be the primary source for all supply & installation works and, unless there is an issue with performance, the sole provider in respect of ongoing servicing & maintenance of the entire system portfolio.

The estimated cost for delivery of Phase 1 is approx. £600k with the further 26 blocks equating to approx. £2.15M bringing the total approx. estimated value for supply & installation of new systems across all 34 blocks to approx. £2.75M. The estimated cost for delivery of on-going servicing & maintenance including for repairs and spares provision is estimated to be at maximum approx. £70k per annum.

Servicing & maintenance agreements will be let on a 5 year initial term which can be subsequently extended on a rolling basis in increments to be agreed of no less than 1 year and no more than 5 years in any one increment. It is anticipated that the new systems and equipment will have a 20 year operational life.

Award of the framework agreement and Phase 1 contract is targeted for November 2021. The framework agreement will run for a period of 4 years with an option to extend for a further 2 years in case there is any delay to the installation programme and / or change to the national analogue to digital switchover timescales.

The Council will run the procurement process in accordance with the 'Restricted' procedure as set out within the Public Contracts Regulations (2015) in line with the following programme:

- FTS Notice & SSQ Stage Issue - Tuesday 20th July 2021
- SSQ Return Date - Friday 20th August 2021 14:00
- ITT published via Intend - Monday 6th September 2021
- Site visits - W/C 13th September 2021
- Tender Return Deadline - Friday 15th October 2021 14:00
- Award notification and start of standstill period - Monday 1st November 2021
- End of standstill period - Thursday 11th November 2021
- Contract & Framework Award - Friday 12th November 2021
- Phase 1 On-site Commencement - January 2022

Application is via completion and submission of a project specific Supplier Status Questionnaire (SSQ) by the deadline stated. The SSQ documentation is accessible via

the Council's e-sourcing solution which will be used to administrate the procurement process and is accessible free of charge via the link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home/>

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32260000 - Data-transmission equipment
- 32270000 - Digital transmission apparatus
- 32429000 - Telephone network equipment
- 32441200 - Telemetry and control equipment
- 32552000 - Electrical apparatus for line telephony or line telegraphy
- 32570000 - Communications equipment
- 32581000 - Data-communications equipment
- 45310000 - Electrical installation work
- 50711000 - Repair and maintenance services of electrical building installations
- 51300000 - Installation services of communications equipment
- 71300000 - Engineering services

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

NUTS codes

- UKJ31 - Portsmouth
- UKJ35 - South Hampshire

Main site or place of performance

The Council's 34 sheltered housing blocks which will require the replacement of existing analogue residential Warden and Telecare Call systems together with ongoing servicing & maintenance are located within the City of Portsmouth and neighbouring boroughs of Havant and East Hampshire.

## II.2.4) Description of the procurement

### INTRODUCTION

Portsmouth City Council (the 'Council') is inviting expressions of interest from suitably experienced contractors for the replacement of existing analogue residential Warden and Telecare Call systems installed within the Council's 34 sheltered housing properties with digital systems.

Following completion of the supply and installation works, the Council will also require ongoing servicing, maintenance, repair and spares provision on a rolling basis.

Supply & installation works will be delivered on a phased basis made up of multiple sheltered housing blocks within each phase in order to achieve effective contract management, equipment economies of scale leverage and programme efficiencies.

The first phase (Phase 1) comprising 8 blocks is targeted to commence on site in January 2022 with all subsequent phases to be completed as far in advance of the 2025 deadline after which the analogue telephone services which the current systems rely upon will be switched off as the UK's telecoms infrastructure is upgraded to digital connectivity.

### SCOPE, REQUIREMENTS & SPECIFICATION SUMMARY

The Alarm Receiving Centre (ARC) which the current and replacement equipment will signal and alerts to is not subject to this procurement process. This is currently provided via a shared service agreement with Southampton City Council.

In order to ensure that the new systems are able to integrate with differing equipment hardware, ARC systems and can be effectively maintained & serviced by any number of contractors once installed the Council will require on mandated basis that applying contractors are able to supply & install systems and subsequently service & maintain on a full Open Protocol basis.

Warden call systems MUST meet the requirements of BS8521 Specification or equivalent for dual-tone multi-frequency (DTMF) signalling protocol for social alarm systems and Council performance specification. The contractor will be required to supply a turn-key service to include all management, builder's work, and design (where required) to include finishes and decoration as per the Council's performance specification.

All equipment must be the most up to date with both Warden Call and Telecare capability. The equipment must have both analogue and digital capability so that the equipment can operate with the existing analogue infrastructure and subsequently transfer to the future digital infrastructure without any further upgrading.

The contractor must be able to install the new system whilst the existing system remains operational throughout so there is no disruption to the safety of the residents. The contractor must have a maximum response time of 4 hours to carry out any repairs.

## FRAMEWORK AGREEMENT RATIONALE & OVERVIEW

In order to provide continuity and ideally realise economies of scale plus programme efficiencies, the Council will seek to ideally work with one contractor to deliver the supply & installation works as well as the ongoing servicing & maintenance requirements. However in order to provide contingency and options for programme acceleration of installations a multi-supplier framework made up of 3-4 contractors will be established.

The top ranked framework contractor will be the primary source for all supply & installation works and, unless there is an issue with performance, the sole provider in respect of ongoing servicing & maintenance of the entire system portfolio.

The framework agreement will be established via the seeking of tenders for Phase 1 being the supply, installation and ongoing maintenance of a Warden Call System at Austin Court, Barkis House, Bresler House, John Marshall Court, Ladywood House, Pickwick House, Thorrowgood House, and Wyn Sutcliffe Court. The blocks listed represent a broad range of the Council's portfolio with some low rise blocks and high rise blocks up to 24 storeys.

The Phase 1 supply & installation works will be let on an individual basis to the contractor who achieves the highest score. That contractor plus the next ranking contractors up to a maximum total number of 3-4 will be appointed onto the framework agreement.

Subject to satisfactory performance of the supply & installation works the Phase 1 contractor will then be awarded the on-going servicing & maintenance contract and, again subject to ongoing performance, all further servicing & maintenance work for the further phases irrespective of whether supply & installation was undertaken by another framework contractor.

The additional next framework ranked contractors will generally only be called upon to deliver supply and installation works where the top ranked framework contractor does not have the capacity to undertake installation works to programme requirements, and / or where pricing cannot be agreed on an economic basis and / or where there has been issues with the top ranked framework contractors performance.

As stated above in respect of ongoing servicing & maintenance agreements the next ranked framework contractors would only be called upon to deliver these requirements where there is an unresolvable issue in regards of the performance of the top ranked framework contractor.

Call off contracts are likely to be let via ranked direct award in the majority of instances although the Council will retain the ability to let contracts via mini-competition procedure as well.

## ESTIMATED CONTRACTS VALUES, DURATIONS & LEGAL TERMS

The estimated cost for delivery of Phase 1 is approx. £600k with the further 26 blocks equating to approx. £2.15M bringing the total approx. estimated value for supply & installation of new systems across all 34 blocks to approx. £2.75M. The estimated cost for delivery of on-going servicing & maintenance including for repairs and spares provision is estimated to be at maximum approx. £70k per annum.

The total estimated value of approx. £4.15M entered under Section II.2.6. below is based upon servicing & maintenance agreements running to a term of 20 years. Should the agreements be extended beyond the 20 years on the rolling basis stated then this figure will likely increase on a proportionate basis.

Award of the contract and live project contract is targeted for November 2021. The framework agreement will run for a period of 4 years with an option to extend for a further 2 years in case there is any delay to the installation programme and / or change to the national analogue to digital switchover timescales.

It is anticipated that Phase 1 works will commence on site in January 2022 and be completed within 9 months. The Phase 2 package of works is to be confirmed but is envisaged that commencement will follow immediately from or may cross over the end of Phase 1. In order to achieve programme it is envisaged that this model will be applied across all subsequent phases on a rolling basis.

The framework agreement will be based upon the Council's standard framework agreement terms. Phase 1 supply & installation works and supply & installation works in general will be primarily be let using the JCT Intermediate w/ Contractors Design (2016) on a sectional completion basis. However, the Council may use any form of contract from JCT suite of contracts for letting supply & installation works and may as necessary require delivery via 2 stage open book contracting with utilisation of a 1st stage JCT Pre-Construction Services Agreement (2016).

The servicing & maintenance agreements will be let using the NEC4 Term Service Contract Option A - Priced contract with price list or via the NEC4 Term Service Short Contract. The servicing & maintenance agreement will be let on a 5 year initial term which can be subsequently extended on a rolling basis in increments to be agreed of no less than 1 year and no more than 5 years in any one increment. It is anticipated that the new systems and equipment will have a 20 year operational life.

## PROCUREMENT PROCEDURE & PROGRAMME

The Council will run the procurement process in accordance with the 'Restricted' procedure as set out within the Public Contracts Regulations (2015) in line with the following programme:

- FTS Notice & SSQ Stage Issue - Tuesday 20th July 2021
- SSQ Return Date - Friday 20th August 2021 14:00
- ITT published via Intend - Monday 6th September 2021
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- Tender Return Deadline - Friday 15th October 2021 14:00
- Award notification and start of standstill period - Monday 1st November 2021
- End of standstill period - Thursday 11th November 2021
- Contract & Framework Award - Friday 12th November 2021
- Phase 1 On-site Commencement - January 2022

Application is via completion and submission of a project specific Supplier Status Questionnaire (SSQ) by the deadline stated above. Applications will be assessed via application of the criteria set out within the SSQ documentation. The highest ranking 3-4 contractors will then be invited to tender. The SSQ documentation is accessible via the Council's e-sourcing solution which will be used to administrate the procurement process and is accessible free of charge via the link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home/>

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £4,150,000

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

framework agreement will run for a period of 4 years with an option to extend for a further 2 years in case there is any delay to the installation programme and / or change to the national analogue to digital switchover timescales.

Phase 1 supply & installation works are targeted to commence on site in January 2022 with all subsequent phases of supply & installation works to be completed as far in advance of the 2025 deadline after which the analogue telephone services which the current systems rely upon will be switched off as the UK's telecoms infrastructure is upgraded to digital connectivity.

The servicing & maintenance agreement will be let on a 5 year initial term which can be subsequently extended on a rolling basis in increments to be agreed of no less than 1 year and no more than 5 years in any one increment. It is anticipated that the new systems and equipment will have a 20 year operational life.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

Application is via completion and submission of a project specific Supplier Status Questionnaire (SSQ). Applications will be assessed via application of the criteria set out within the SSQ documentation. The highest ranking 3-4 contractors will then be invited to tender. The SSQ documentation is accessible via the Council's e-sourcing solution which will be used to administrate the procurement process and is accessible free of charge via the link below:

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### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

See Section II.2.7. in respect of options for the extension of agreement durations and Section II.2.4. in respect of options for extension via direct award and / or in term variation of call off contracts.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

The Alarm Receiving Centre (ARC) which the current and replacement equipment will signal and alerts to is not subject to this procurement process. This is currently provided via a shared service agreement with Southampton City Council and there are no plans to review this arrangement at present.

In order to ensure that the new systems are able to integrate with differing equipment hardware, ARC systems and can be effectively maintained & serviced by any number of contractors once installed the Council will require on a mandated basis that applying contractors are able to supply & install systems and subsequently service & maintain on a full Open Protocol basis.

Warden call systems MUST meet the requirements of BS8521 Specification or equivalent for dual-tone multi-frequency (DTMF) signalling protocol for social alarm systems and Council performance specification. The contractor will be required to supply a turn-key service to include all management, builder's work, and design (where required) to include finishes and decoration as per the Council's performance specification.

All equipment must be the most up to date with both Warden Call and Telecare capability. The equipment must have both analogue and digital capability so that the equipment can operate with the existing analogue infrastructure and subsequently transfer to the future digital infrastructure without any further upgrading.

The contractor must be able to install the new system whilst the existing system remains operational throughout so there is no disruption to the safety of the residents. The contractor must have a maximum response time of 4 hours to carry out any repairs.

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## **Section IV. Procedure**

## **IV.1) Description**

### **IV.1.1) Type of procedure**

Restricted procedure

### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 4

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The framework agreement will run for a period of 4 years with an option to extend for a further 2 years in case there is any delay to the installation programme and / or change to the national analogue to digital switchover timescales.

### **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

20 August 2021

Local time

2:00pm

### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

6 September 2021

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

English

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## **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**

The High Court of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://www.justice.gov.uk/>