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Tender

## **DBC (SF) Community Alarm Call-Monitoring and Response Service**

Dacorum Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-017487

Procurement identifier (OCID): ocids-h6vhtk-03d7d9

Published 20 June 2023, 11:52am

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

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

Dacorum Borough Council

The Forum, The Marlowes

Hemel Hempstead

HP1 1DN

#### **Contact**

Procurement

#### **Email**

[sue.foster@dacorum.gov.uk](mailto:sue.foster@dacorum.gov.uk)

#### **Telephone**

+44 1442228346

#### **Country**



United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.dacorum.gov.uk](http://www.dacorum.gov.uk)

Buyer's address

[www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**I.3) Communication**

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

<https://in-tendhost.co.uk/supplyhertfordshire.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/supplyhertfordshire.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

DBC (SF) Community Alarm Call-Monitoring and Response Service

Reference number

CPU00497

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

- 98000000 - Other community, social and personal services

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

Services

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

Dacorum Borough Council provides lifeline services to tenants living in Dacorum in general needs accommodation and to private home owners, this includes a Community Alarm call monitoring and response service to enable the tenants to continue living independently. The current service provides the following support to:

- Service users in 28 category 2 supported housing schemes amounting to 1701 connections
- Dispersed service users in category 1 properties including 127 service users in council general needs properties and 372 service users in private rented or owned properties totalling 1060 connections
- 39 of the above numbers are relinquished tenants (within categories 1 and 2) these are registered contacts with the service provider but make little or no demand on the call monitoring service. The full specification is included in the Part B tender document.

### **II.1.5) Estimated total value**

Value excluding VAT: £728,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 98000000 - Other community, social and personal services
- 79711000 - Alarm-monitoring services



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

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hemel Hempstead

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

Community Alarm Call-Monitoring and Response Service

### **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: £728,000

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

Duration in months

84

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



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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

- Pass on all exclusion question of the Supplier Selection Questionnaire;
- Evidence of a relevant accreditation -Telecare Services Association accreditation (or similar) and /or is working towards a Quality Standard Accreditation;
- A credible Business Continuity Plan is in place.

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

List and brief description of selection criteria

- A financial assessment will be carried out on the winning bidder prior to award (you may be asked to provide copies of accounts at a later date).



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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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

25 July 2023

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

25 July 2023

Local time

12:00pm



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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**

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

[www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

#### **VI.4.2) Body responsible for mediation procedures**

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Telephone

+44 2075366000

Country



United Kingdom

Internet address

[www.cedr.com](http://www.cedr.com)

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Authority will incorporate a minimum 10 calendar day standstill period starting from the date when the contract award was notified to bidders. Tenderers have a right of appeal within the Public Contract Regulations 2015.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Dacorum Borough Council

The Forum, Marlowes

Hemel Hempstead

HP1 1DN

Email

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

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+44 1442228000

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