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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): ocds-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

Telephone

+44 1442228346

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.dacorum.gov.uk

Buyer's address

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

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

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).

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

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

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

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

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+44 1442228000

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