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Tender

## **Telecare - Portsmouth - Equipment, Customer Management Software & Alarm Receiving Centre**

PORTSMOUTH CITY COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-017925

Procurement identifier (OCID): ocids-h6vhtk-02cd73

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

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

PORTSMOUTH CITY COUNCIL

Portsmouth City Council

Portsmouth

PO1 2BG

#### **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**

Telecare - Portsmouth - Equipment, Customer Management Software & Alarm Receiving Centre

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

- 32429000 - Telephone network equipment

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

Supplies

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

Portsmouth City Council - the 'Council' - is inviting applications from suitably qualified and experienced suppliers for the provision of Telecare Equipment, Customer Management Software (CMS) and an Alarm Receiving Centre (ARC) solution.

The elements are split into 3 specific Lots as follows:

- Lot 1 - Telecare Equipment
- Lot 2 - Customer Management Software (CMS)
- Lot 3 - Alarm Receiving Centre (ARC)

Suppliers may apply for one or any combination of the Lots with no limit to the number of Lots that may be awarded to a single supplier. The Council may subsequently allow for variant bids based upon combined Lot proposals when bids are invited from shortlisted suppliers at tender stage.

The Council offers a telecare service to vulnerable residents who live within the PO1 - PO6 post code area. The Council has approximately 1,000 customers living within both privately owned homes and accommodation provided by the Council. The Council will be actively seeking to increase its customer base over the coming years through service development, expansion of the service to cover the wider PO postcode area in future years and extensive marketing.

Over 1,000 alarm units and over 500 items of peripheral equipment has been provided to

customers including for various detectors, sensors, monitors, cords and switches. All equipment runs on an open protocol basis and has primarily comprises of models manufactured by Tynetec and Alert It.

This equipment utilises traditional analogue Public Switched Telephone Network (PSTN) communication networks and as such will need to be replaced with digital equipment in advance of the digital upgrade of the UK's telecoms infrastructure in 2025 after which the analogue networks that the current equipment relies upon will be switched off.

All equipment is installed and maintained directly by the Council using its in-house team of technical operatives. This model will remain in place and as such this particular service element does not fall within the scope of this procurement exercise.

The current CMS and ARC systems are provided by Jontek and are accessed by the Council via a shared services arrangement with Southampton City Council who hold the direct contracts for these systems.

The Council is targeting to have awarded contracts for all Lots by 17th December 2021 to allow for implementation of the new CMS and ARC systems by April 2022. Installation of the new digital equipment will then follow immediately after with all existing analogue equipment to have been replaced by April 2023.

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 - Thursday 28th July 2021
- SSQ return deadline - Tuesday 31st August 2021 14:00
- ITT issued to shortlisted suppliers (all Lots) - Monday 20th September 2021
- Tender return deadline (all Lots) - Friday 29th October 2021 14:00
- Award notification and start of standstill period - Monday 6th December 2021
- End of standstill period - Thursday 16th December 2021 23:59
- Award (all Lots) - Friday 17th November 2021
- Go live commencement (all Lots) - April 2022

Application is via completion and submission of a project specific Supplier Selection 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.1.5) Estimated total value**

Value excluding VAT: £890,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Suppliers may apply for one or any combination of the Lots with no limit to the number of Lots that may be awarded to a single supplier. The Council may subsequently allow for variant bids based upon combined Lot proposals when bids are invited from shortlisted suppliers at tender stage.

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

#### **II.2.1) Title**

Lot 1 - Telecare Equipment

Lot No

1

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

- 32260000 - Data-transmission equipment
- 32270000 - Digital transmission apparatus
- 32440000 - Telemetry and terminal equipment
- 32500000 - Telecommunications equipment and supplies

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

NUTS codes

- UKJ31 - Portsmouth

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

In respect of Lot 1 (Telecare Equipment) the Council will establish a multi-supplier framework agreement made up of 3-5 suppliers. The framework agreement will be let using the Council's standard framework terms.

Call off contracts will be let primarily via direct award on a ranked basis with next ranked suppliers generally only used in the event of performance, capacity, availability, pricing, etc. issues with the top ranked supplier. However, the Council will also have the ability to let call off contracts via mini-competition.

Call off contracts will ideally be let using the Council's standard IT terms & conditions. However, the Council may allow for alterations to the terms and may even allow for use of supplier terms subject to accommodation of key non-negotiable elements set by the Council within said supplier terms.

A copy of the Council's standard IT terms & conditions along with

the current draft technical specification have been made available as part of the procurement documentation accessible via the Council's e-sourcing solution InTend. Suppliers are encouraged to review these documents and provide any feedback within their application submissions.

The framework agreement will be for the sole use of the Council and will run for a term of 4 years. The total value of contracts let via Lot 1 over the 4 year term could range from £250k based upon current customer numbers to £600k if customer numbers increase by the amount projected.

These values are non-binding and could be significantly exceeded in the event of a significant growth in customers above and beyond current projections.

Such modifications in terms of volume will be subject to application of agreed unitised commercial rates and honouring of contractual terms, specification, service levels, etc. agreed at award of contract in accordance with the allowances for modification of contracts during their term set out within Regulation 72 (1) (a) of the Public Contracts Regulations (2015).

Suppliers must be able to provide equipment which operates on a full Open Protocol basis and as such is able to integrate with any number of CMS, ARC and other associated systems without restrictions. The equipment must also not be subject to any installation or servicing restrictions which could impede the Council's in-house team of technical operatives.

Suppliers will be required to work in partnership with the Council and other suppliers in the event that contracts are awarded to separate suppliers for each of the Lots.

#### **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: £600,000

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

Duration in months

48

This contract is subject to renewal

No

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

Application is via completion and submission of a project specific Supplier Selection Questionnaire (SSQ). Applications will be assessed via application of the criteria set out within the SSQ documentation.

The highest ranking 5 suppliers 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.2.10) Information about variants**

Variants will be accepted: Yes

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

Options: No

## **II.2) Description**

### **II.2.1) Title**

Lot 2 - Customer Management Software (CMS)

Lot No

2

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

- 48421000 - Facilities management software package
- 48481000 - Sales or marketing software package
- 48482000 - Business intelligence software package
- 48511000 - Desktop communications software package
- 48514000 - Remote access software package
- 48517000 - IT software package
- 48600000 - Database and operating software package
- 48780000 - System, storage and content management software package

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

NUTS codes

- UKJ31 - Portsmouth

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

In respect of Lot 2 (CMS) the Council will enter into a single supplier contract which will run for a base term of 5 years extendable at the sole option of the Council on a rolling basis in increments of no less than 1 year and no more than 5 years for any single extension period.



The contract will ideally be let using the Council's standard IT terms & conditions. However, the Council may allow for alterations to the terms and may even allow for use of supplier terms subject to accommodation of key non-negotiable elements set by the Council within said supplier terms.

A copy of the Council's standard IT terms & conditions along with

the current draft technical specification have been made available as part of the procurement documentation accessible via the Council's e-sourcing solution InTend. Suppliers are encouraged to review these documents and provide any feedback within their application submissions.

The estimated value of the contract for Lot 2 could range from £60k to £100k over 5 years dependent upon whether customer numbers increase in line with projections.

These values are non-binding and could be significantly exceeded in the event of a significant growth in customers above and beyond current projections and / or significant utilisation of the rolling contract term extension option.

Such modifications in terms of contract duration and / or volume will be subject to application of agreed unitised commercial rates and honouring of contractual terms, specification, service levels, etc. agreed at award of contract in accordance with the allowances for modification of contracts during their term set out within Regulation 72 (1) (a) of the Public Contracts Regulations (2015).

Suppliers must be able to provide a CMS system which operates on a full Open Protocol basis and as such is able to integrate with any number of ARC and other associated systems along with different equipment types, manufacturers and models without restrictions.

The system must have dual analogue and digital capability to ensure that existing analogue equipment deployed within customer's properties remains effective whilst the 1st year digital replacement programme is completed.

#### **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: £100,000

#### **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

In respect of Lot 2 (CMS) the Council will enter into a single supplier contract which will run for a base term of 5 years extendable at the sole option of the Council on a rolling basis in increments of no less than 1 year and no more than 5 years for any single extension period.

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

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

Application is via completion and submission of a project specific Supplier Selection Questionnaire (SSQ). Applications will be assessed via application of the criteria set out within the SSQ documentation.

The highest ranking 3 - 5 suppliers 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.2.10) Information about variants**

Variants will be accepted: Yes

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

Options: Yes

Description of options

See Sections II.2.4. and II.2.7. above.

## **II.2) Description**

### **II.2.1) Title**

Lot 3 - Alarm Receiving Centre (ARC)

Lot No

3

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

- 32270000 - Digital transmission apparatus
- 32510000 - Wireless telecommunications system
- 48214000 - Network operating system software package
- 48219300 - Administration software package
- 48219700 - Communications server software package
- 48332000 - Scheduling software package
- 48511000 - Desktop communications software package
- 48514000 - Remote access software package
- 48611000 - Database software package
- 48612000 - Database-management system
- 48613000 - Electronic data management (EDM)

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

NUTS codes

- UKJ31 - Portsmouth

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

In respect of Lot 3 (ARC) the Council will enter into a single supplier contract which will run for a base term of 5 years extendable at the sole option of the Council on a rolling basis in increments of no less than 1 year and no more than 5 years for any single extension period.

The contract will ideally be let using the Council's standard IT terms & conditions. However, the Council may allow for alterations to the terms and may even allow for use of supplier terms subject to accommodation of key non-negotiable elements set by the Council within said supplier terms.

A copy of the Council's standard IT terms & conditions along with

the current draft technical specification have been made available as part of the procurement documentation accessible via the Council's e-sourcing solution InTend. Suppliers are encouraged to review these documents and provide any feedback within their application submissions.

The estimated value of the contract for Lot 3 could range from £125k to £190k over 5 years dependent upon whether customer numbers increase in line with projections.

These values are non-binding and could be significantly exceeded in the event of a significant growth in customers above and beyond current projections and / or significant utilisation of the rolling contract term extension option.

Such modifications in terms of contract duration and / or volume will be subject to application of agreed unitised commercial rates and honouring of contractual terms, specification, service levels, etc. agreed at award of contract in accordance with the allowances for modification of contracts during their term set out within Regulation 72 (1) (a) of the Public Contracts Regulations (2015).

Suppliers must be able to provide a ARC solution which operates on a full Open Protocol basis and as such is able to integrate with any number of CMS and other associated systems along with different equipment types, manufacturers and models without restrictions.

The solution must have dual analogue and digital capability to ensure that existing analogue equipment deployed within customer's properties remains effective whilst the 1st year digital replacement programme is completed.

#### **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: £190,000

### **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

In respect of Lot 3 (ARC) the Council will enter into a single supplier contract which will run for a base term of 5 years extendable at the sole option of the Council on a rolling basis in increments of no less than 1 year and no more than 5 years for any single extension period.

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

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

Application is via completion and submission of a project specific Supplier Selection Questionnaire (SSQ). Applications will be assessed via application of the criteria set out within the SSQ documentation.

The highest ranking 3 - 5 suppliers 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.2.10) Information about variants**

Variants will be accepted: Yes

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

Options: Yes

Description of options

See Sections II.2.4. and II.2.7. above.

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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

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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: 5

#### **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

31 August 2021

Local time

2:00pm

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

20 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/>