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Not applicable

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

PORTSMOUTH CITY COUNCIL

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-017961

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

Published 28 July 2021, 4:00pm

### **Section I: Contracting authority/entity**

#### **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/>

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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/>

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2021/S 000-017925](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.14

Place of text to be modified

Short Description - Procurement Programme

Instead of

Text

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

Read

Text

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