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Contract

Provision of an Alarm Receiving Centre with Disaster Recovery

Leicester City Council

F03: Contract award notice

Notice identifier: 2024/S 000-018431

Procurement identifier (OCID): ocds-h6vhtk-042aff

Published 14 June 2024, 11:46am

Section I: Contracting authority

I.1) Name and addresses

Leicester City Council

Bosworth House, 9-15 Princess Road West

Leicester

LE1 6TH

Contact

Mrs Pamela Chirara

Email

pamela.chirara@leicester.gov.uk

Telephone

+44 1164543502

Country

United Kingdom

Region code

UKF21 - Leicester

Internet address(es)

Main address

<http://www.leicester.gov.uk>

Buyer's address

<http://www.leicester.gov.uk>

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**

Provision of an Alarm Receiving Centre with Disaster Recovery

Reference number

DN705783

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Leicester City Council is seeking to upgrade its current Telecare Alarm Receiving Centre to enable the monitoring of digital communication protocols, in addition to existing analogue communication protocols. The Council currently has circa 4,500 people registered at the Alarm Receiving Centre.

Leicester City Council requires a digitally enabled Telecare Alarm Receiving Centre that will support elderly and/or disabled people to live safely and as independently as possible through the use of telecare and other Care Technology devices.

To support the delivery of Telecare services in Leicester, the Council also requires a Disaster Recovery Call Centre Solution so that emergency calls can be handled at a remote location should this be required.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £275,462.48 / Highest offer: £279,674.48 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF21 - Leicester

II.2.4) Description of the procurement

Leicester City Council is seeking to upgrade its current Telecare Alarm Receiving Centre to enable the monitoring of digital communication protocols, in addition to existing analogue communication protocols. The Council currently has circa 4,500 people registered at the Alarm Receiving Centre

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Leicester City Council requires a digitally enabled Telecare Alarm Receiving Centre that will support elderly and/or disabled people to live safely and as independently as possible through the use of telecare and other Care Technology devices.

To support the delivery of Telecare services in Leicester, the Council also requires a Disaster Recovery Call Centre Solution so that emergency calls can be handled at a remote location should this be required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

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 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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-000357](#)

Section V. Award of contract

Title

Provision of an Alarm Receiving Centre with Disaster Recovery

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 June 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

E.novation trading as Enovation

Suite 17 Link 665 Business Centre Todd Hall Road, Haslingden, Rossendale

Lancashire

BB4 5HU

Country

United Kingdom

NUTS code

- UKF21 - Leicester

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £275,462.48 / Highest offer: £279,674.48 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Construction and Technology Court (Queens Bench Division)

Birmingham

B4 6DS

Country

United Kingdom