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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): ocids-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](mailto: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

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**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

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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: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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**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

