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Tender

## **Digital ARC Solution**

Dumfries and Galloway Council

F02: Contract notice

Notice identifier: 2023/S 000-020000

Procurement identifier (OCID): ocids-h6vhtk-03e143

Published 12 July 2023, 3:56pm

## **Section I: Contracting authority**

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

Dumfries and Galloway Council

Procurement Team, Carruthers House

Dumfries

DG1 2HP

#### **Email**

[Procurement.SocialCare@dumgal.gov.uk](mailto:Procurement.SocialCare@dumgal.gov.uk)

#### **Telephone**

+44 3033333000

#### **Country**

United Kingdom

#### **NUTS code**

UKM92 - Dumfries & Galloway

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00219](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00219)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

**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**

Digital ARC Solution

Reference number

DGCSC-0005

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

- 72260000 - Software-related services

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

Services

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

Dumfries and Galloway Council are seeking bids for a digital alarm receiving centre (ARC) solution.

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

This contract is divided into lots: No

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

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

- 48000000 - Software package and information systems
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72268000 - Software supply services

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

NUTS codes

- UKM92 - Dumfries & Galloway

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

This tender process is for participation in the Contract for a digital alarm receiving centre (ARC) solution for Dumfries and Galloway Council. The contract is required due to the Openreach analogue switch off by December 2025 which has prompted Dumfries and Galloway Council to migrate its telecare service to a digital solution.

Digital ARC solution to be cloud-hosted via a Supplier as a Service (SaaS) platform.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

3 year contract with Extension for 12 months at discretion of Dumfries and Galloway Council - maximum 4 year contract.

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

##### **1. SPD (Scotland) Question 4B.5.1b and 4B.5.2 - INSURANCE REQUIREMENTS:**

It is a requirement of the contracts to be procured that tenderers hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance are indicated below:

Employers' Liability Insurance – statutory Five Million Pounds (5,000,000GBP) Sterling, each and every claim,

Public/Products Liability Insurance – Ten Million Pounds (10,000,000GBP) Sterling, each and every claim but in the aggregate for products; and

Professional Indemnity Insurance - Five Million Pounds (5,000,000GBP) Sterling, each and every claim, or, Ten Million Pounds (10,000,000GBP) Sterling in the annual aggregate.

Dumfries and Galloway Council understands that tenderers may wish to evidence the cover spread across multiple insurers, which would be acceptable.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Tenderers will be required to provide examples that demonstrate that they have the relevant experience to delivering services of a similar scope and scale to those detailed in this specification.

The tenderer **MUST HOLD** a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BSEN ISO 9001 (or equivalent).

OR

A documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the tenderer has and continues to implement a quality management policy that is authorized by their Chief Executive, or equivalent, and is periodically reviewed at a senior management level. The policy must be relevant to the nature and scale of the work to be undertaken and set out

responsibilities for quality management throughout the organisation.

## CYBER SECURITY

The Tenderer will need to be successfully listed on the Digital Telecare Security Assessment Scheme or be able to evidence a similar level of security accreditation in line with the requirements of the scheme.

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

17 August 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 15 December 2023

#### **IV.2.7) Conditions for opening of tenders**

Date

17 August 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 24605.  
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community Benefits have been sought as part of tender response.

(SC Ref:738584)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Dumfries Sheriff Court

Dumfries

Country

United Kingdom