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Planning

## **Provision of a Call Monitoring Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area**

Neath Port Talbot County Borough Council

F21: Social and other specific services – public contracts

Prior information notice without call for competition

Notice identifier: 2024/S 000-020338

Procurement identifier (OCID): ocds-h6vhtk-047a56

Published 3 July 2024, 4:18pm

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

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

Neath Port Talbot County Borough Council

Civic Centre

Port Talbot

SA13 1PJ

#### **Contact**

Bianca Aprea-Mugford

#### **Email**

[ccu@npt.gov.uk](mailto:ccu@npt.gov.uk)

#### **Telephone**

+44 1639686350

**Country**

United Kingdom

**NUTS code**

UKL17 - Bridgend and Neath Port Talbot

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0274](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0274)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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 a Call Monitoring Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area

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

- 85323000 - Community health services

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

Services

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

See description of procurement

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

This contract is divided into lots: Yes

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

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

Call Monitoring Service

Lot No

1

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

- 85000000 - Health and social work services
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community

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

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

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

Market Engagement Event:-

Neath Port Talbot Council would wish to invite tender submissions for the provision of two Assistive Technology related services which will be divided into two distinct Lots:

- 1) A 24/7 Call Monitoring Service
- 2) A 24/7 Mobile Response Service

where Neath Port Talbot Council would wish to enter into Contracts of the following lengths for each of the services –

- 1) The Call Monitoring Service – Four Years with options to extend by periods of no more than 24 months, making potentially six years overall.
- 2) The Mobile Response Service – Two Years with options to extend by periods of no more than 12 months, making potentially three years overall.

Where both Lots will be tendered on the basis of M.E.A.T (Most Economically Advantageous Tender).

It's currently felt that both contracts will commence on the 1st of April 2025 where the successful providers will need to work together closely to offer a timely and seamless overall response to incidents notified via technology installed in people's homes.

For background, the Council has been commissioning a Call Monitoring Service for a significant number of years and has a current incumbent provider who will be delivering the support up until the new contract starts.

Also, the Council has over recent years been piloting a Mobile Response Service in the borough and is looking to widen the service from a focussed pilot to a county wide 24/7 response service where calls will be made by subscribers in the borough to the Call Monitoring Service for them to triage and if appropriate, notify the Mobile Response Service for a timely response to the person's home. As mentioned previously, both providers will be required to work closely to offer an overall, timely response to calls being made. The Council is in the process of confirming whether TUPE will apply to these existing services.

Market engagement events have been arranged for the following days for each of these Lots –

Call Monitoring Service – 13th of August at 11am

Mobile Response Service – 14th of August at 11am

The events will take place at the above dates and times where potential bidders who are interested in delivering the above services are invited to meet and discuss with Council Officers their thoughts on how the services will be tendered. The events are also arranged as an opportunity for the Council to seek the views on the relative strengths and weaknesses of the models and to explore ways to improve service deliveries of both services and which may be included in the service specifications. There will also be the opportunity for any prospective tenderers to ask the Council any questions they may have around the tenders.

Providers will be free to bid for either one or both Lots as they feel appropriate.

Providers who are interested in engaging with the Council at these events should contact Bianca Aprea-Mugford on the following email address: [ccu@npt.gov.uk](mailto:ccu@npt.gov.uk) or alternatively on 01639 686350, giving an indication of which Lot they wish to attend.

Please note, this invitation is for a maximum of 2 representatives per organisation.

The event will be held via Microsoft Teams, where the link will be supplied after registering an interest with Bianca Aprea-Mugford.

Having access to Microsoft Teams would be a prerequisite to attending this event.

## **II.2) Description**

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

Mobile Response Service

Lot No

2

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

- 85000000 - Health and social work services
- 85323000 - Community health services

- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community

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

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

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

See description of procurement above.

### **II.3) Estimated date of publication of contract notice**

12 September 2024

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## **Section VI. Complementary information**

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

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