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Tender

Video Carephones and Virtual Care Agency

Norfolk County Council

F02: Contract notice

Notice identifier: 2023/S 000-022929

Procurement identifier (OCID): ocds-h6vhtk-03ed92

Published 7 August 2023, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/norfolkcc/asp/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Video Carephones and Virtual Care Agency

Reference number

NCCT42731

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County wishes to commission the following;• Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;o Set up of devices for individual people (and dealing with any returns and recycling of devices)o Training of key stakeholders in the use of the deviceso Data and reporting on device usage• Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if demand and devices allow.Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

- 72000000 - IT services: consulting, software development, Internet and support
- 32500000 - Telecommunications equipment and supplies

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

Norfolk County wishes to commission the following;

- Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;
- o Set up of devices for individual people (and dealing with any returns and recycling of devices)
- o Training of key stakeholders in the use of the devices
- o Data and reporting on device usage
- Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if demand and devices allow.

Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 December 2023

End date

30 November 2025

This contract is subject to renewal

Yes

Description of renewals

There is the right to extend this Contract by a further 1 year.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Council reserves the right to increase the numbers of users of the service and the number of devices required.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

8 September 2023

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

8 September 2023

Local time

2:05pm

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

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc.aspx/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk. The estimate value is for the contract term.

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norfolk County Council, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.