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Tender

Lone Worker Devices, Apps & Associated Services

The Riverside Group Ltd

F02: Contract notice

Notice identifier: 2021/S 000-023821

Procurement identifier (OCID): ocds-h6vhtk-02e480

Published 24 September 2021, 2:14pm

Section I: Contracting authority

I.1) Name and addresses

The Riverside Group Ltd

2 Estuary Boulevard,

Liverpool

L24 8RF

Contact

Carla Kelly

Email

carla.kelly@riverside.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

30938R

Internet address(es)

Main address

<https://www.riverside.org.uk/>

I.3) Communication

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

<https://riversource.wax-live.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://riversource.wax-live.com/>

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lone Worker Devices, Apps & Associated Services

Reference number

TRGBS-100

II.1.2) Main CPV code

- 71317200 - Health and safety services

II.1.3) Type of contract

Services

II.1.4) Short description

TRG are seeking to procure a national lone worker solution through a single provider, to be used by TRG employees whilst they are working alone or in dangerous or vulnerable situations. We wish to utilise a mix of both mobile applications and physical devices, though we anticipate the majority to be mobile applications. Any solution must also have a secure and dependable link to a 24/7 monitoring and alarm receiving centre, provided for by the tenderer, not outsourced to a 3rd party.

II.1.5) Estimated total value

Value excluding VAT: £650,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

England and Scotland

II.2.4) Description of the procurement

TRG are seeking to procure a national lone worker solution through a single provider, to be used by TRG employees whilst they are working alone or in dangerous or vulnerable situations. We wish to utilise a mix of both mobile applications and physical devices, though we anticipate the majority to be mobile applications. Any solution must also have a secure and dependable link to a 24/7 monitoring and alarm receiving centre, provided for by the tenderer, not outsourced to a 3rd party.

There are at least 1200 employees who will require a lone working device or mobile application. The majority of colleagues who require a lone working device are front line workers such as housing officers, support workers or repairs and maintenance operatives who work in customer's homes and with the general public. There are also a small number of office-based colleagues who require lone working devices as they may occasionally lone work or find themselves in vulnerable situations.

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 further optional extensions of 12 months, taking the full contract term to 5 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

TRG have not been prescriptive as to the model or device required. The tenderer is expected to propose as part of their submission the devices which they believe are most suited to TRG requirements as detailed within the tender documents.

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Bidders must hold the following accreditations:

BS 8484:2016 for all Lone Worker Services and Devices

and

Either BS 5979: 2007, BS 8591 or BS EN 50518 specifically relating to the ARC

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

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

25 October 2021

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

22 October 2021

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

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom