

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024254-2023>

Tender

## **Technology Enabled Lives Framework - 23-27**

Northern Housing Consortium Ltd

F02: Contract notice

Notice identifier: 2023/S 000-024254

Procurement identifier (OCID): ocds-h6vhtk-03f4fc

Published 17 August 2023, 7:06pm

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

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

Northern Housing Consortium Ltd

Hope Street Xchange, 1-3 Hind Street

Sunderland

SR1 3QD

#### **Contact**

Drew Frame

#### **Email**

[tenders@consortiumprocurement.org.uk](mailto:tenders@consortiumprocurement.org.uk)

#### **Telephone**

+44 1915661035

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.consortiumprocurement.org.uk](http://www.consortiumprocurement.org.uk)

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

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Sunderland:-Repair-and-maintenance-services-of-medical-equipment./AMU92F7MT5>

Additional information can be obtained from the above-mentioned address

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

**I.4) Type of the contracting authority**

Other type

Central Purchasing Body

**I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Technology Enabled Lives Framework - 23-27

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

- 50421000 - Repair and maintenance services of medical equipment

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

Services

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

The scope of this Framework Agreement is for the provision of digital products and services in relation to Technology Enabled Living for digital solutions. Due to the expiry date of this framework being before the planned analogue system retirement in 2025, analogue equipment is only covered in the ongoing repair and maintenance of already installed equipment. The products and services shall fall into 4 separate Framework 'Lots' to reflect the structure of the industry, although supply partners are invited to apply for one or more Lot(s)/sublots if applicable:

Lot 1: Product Catalogue;

Lot 2: Installation;

Lot 3: Repairs and Maintenance

— Sub lot 3.1 Repairs and Maintenance - Digital

— Sub lot 3.1 Repairs and Maintenance - Analogue

— Sub lot 3.3 Repairs and Maintenance - Call Centre Monitoring Equipment

Lot 4: Call Monitoring and Mobile Response.

— Sub lot 4.1 Call Monitoring,

— Sub lot 4.2 Mobile Response,

— Sub lot 4.3 Call Monitoring and Mobile Response,

### **II.1.5) Estimated total value**

Value excluding VAT: £300,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Members may call of for one or a combination of lots/sublots.

## **II.2) Description**

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

Lot 1: Product Catalogue

Lot No

Lot 1

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

- 33190000 - Miscellaneous medical devices and products
- 33100000 - Medical equipments
- 33196000 - Medical aids
- 33196200 - Devices for the disabled
- 35121700 - Alarm systems
- 32552120 - Emergency telephones
- 35100000 - Emergency and security equipment
- 31625100 - Fire-detection systems
- 45312000 - Alarm system and antenna installation work

- 45314000 - Installation of telecommunications equipment
- 51110000 - Installation services of electrical equipment
- 51410000 - Installation services of medical equipment
- 33123210 - Cardiac-monitoring devices
- 38311000 - Electronic scales and accessories
- 33195200 - Central monitoring station
- 50421000 - Repair and maintenance services of medical equipment
- 50342000 - Repair and maintenance services of audio equipment
- 32546000 - Digital switching equipment

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Supply Partner(s) must provide the NHC with a catalogue of products available to Member Organisations. The catalogue will enable customers to access the catalogue and order single items and baskets of goods. Supply Partner(s) must ensure orders received are processed promptly and the catalogue must be updated and issued/released upon the frequency determined by the NHC. Products can include but are not limited to: telecare/telehealth/call centre equipment and misc. equipment.

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

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

### **II.2.6) Estimated value**

Value excluding VAT: £200,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Objective criteria for choosing the limited number of candidates:

LOT 1 is pass/fail only. To pass this LOT Bidders must submit a compliant product catalogue, meeting all requirements as detailed in Schedule 3 Pricing and Schedule 3a Pricing Instructions. For LOT 1, all Bidders passing the quality and price evaluations will be appointed to the framework as a Supply Partner.

### **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

### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/AMU92F7MT5>

## **II.2) Description**

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

## Lot 2 Installation

Lot No

2

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

- 45312000 - Alarm system and antenna installation work
- 45314000 - Installation of telecommunications equipment
- 51110000 - Installation services of electrical equipment
- 51410000 - Installation services of medical equipment
- 45310000 - Electrical installation work
- 45312100 - Fire-alarm system installation work

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot covers the installation (and product supply when required) of telecare,telehealth, telemedicine equipment (and other associated equipment such as door entry, concierge, fire alarms, emergency lighting) and control centre equipment.

As a minimum Supply Partners must be able to deliver;

- Installation of new, digital equipment;

Supply Partners must be able to maintain a range of manufacturers' equipment.

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

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

### **II.2.6) Estimated value**

Value excluding VAT: £1,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner.

### **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

## **II.2) Description**



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

Lot 3.1 - Repairs and Maintenance - Digital

Lot No

3.1

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

- 50000000 - Repair and maintenance services
- 50333000 - Maintenance services of radio-communications equipment
- 50334400 - Communications system maintenance services
- 50421000 - Repair and maintenance services of medical equipment

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot covers the planned service visits and repair of, telecare,telehealth, telemedicine equipment (and other associated equipment such as door entry, concierge, fire alarms,emergency lighting) and control centre equipment. Member Organisations may choose to Call-off for one or acombination of services under this LOT, e.g. install only, maintenance/repairs only etc.

As a minimum Supply Partners must be able to deliver;

- Provision of new equipment;
- On-going planned servicing; and
- Reactive repairs.

Supply Partners must be able to maintain a range of manufacturers' equipment.

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

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

### **II.2.6) Estimated value**

Value excluding VAT: £30,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

the scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner.

### **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

## **II.2) Description**

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

Lot 3.2 - Repair and Maintenance of Analogue Products

Lot No

3.2

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

- 50000000 - Repair and maintenance services
- 50333000 - Maintenance services of radio-communications equipment
- 50334400 - Communications system maintenance services
- 50421000 - Repair and maintenance services of medical equipment

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot covers the planned service visits and repair of, telecare,telehealth, telemedicine equipment (and other associated equipment such as door entry, concierge, fire alarms,emergency lighting) and control centre equipment. Member Organisations may choose to Call-off for one or acombination of services under this LOT, e.g. install only, maintenance/repairs only etc.

As a minimum Supply Partners must be able to deliver;

- Provision of new equipment;
- On-going planned servicing; and

- Reactive repairs.

Supply Partners must be able to maintain a range of manufacturers' equipment.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £30,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner.

#### **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

## **II.2) Description**

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

Lot 3.3 - Repairs and Maintenance of Call Receiving Centres

Lot No

3.3

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

- 50000000 - Repair and maintenance services
- 79512000 - Call centre
- 33195000 - Patient-monitoring system
- 33195200 - Central monitoring station

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot includes the ongoing servicing/maintenance and repair of call monitoring platforms/systems. Member organisations may enhance the standard level of cover set out in this lot under their call off.

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

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

documents

**II.2.6) Estimated value**

Value excluding VAT: £5,000,000

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

Duration in months

48

This contract is subject to renewal

No

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (ormore in the event of a tie) will be appointed to the framework as a Supply Partner.

**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

## **II.2) Description**

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

Lot 4.1 - Call monitoring

Lot No

4.1

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

- 79512000 - Call centre
- 33195000 - Patient-monitoring system
- 33195200 - Central monitoring station

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot covers the monitoring of all calls from dispersed alarms, telecare/telehealth devices, door entry/accesscontrol systems and grouped/hard wired schemes. Member organisations calling off from this frameworkagreement may require other types of calls monitored which will include;

- Out of hours call monitoring
- GPS device monitoring
- Location monitoring
- Lone worker monitoring/support
- Repairs reporting
- Environmental reporting

- Anti-social behaviour reporting
- Out of hours housing support services
- Disaster recovery
- Signposting

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £10,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner.

#### **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

## **II.2) Description**

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

Lot 4.2 - Mobile Response

Lot No

4.2

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

- 33195200 - Central monitoring station
- 33195000 - Patient-monitoring system
- 85112200 - Outpatient care services
- 34221200 - Mobile emergency units

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This lot covers the provision of a mobile response service for customers who don't have family members/keyholders as their emergency contact or require the service to relieve the burden on family members. The aim of the service is to maximise the independence of

individuals to enable customers to remain in their own homes through the provision of a 24/7/365 response service. The service will respond to alerts from a monitoring centre and provide a suitable human response.

There are two types of mobile response service;

- Routine visit – a regular visit is made to the service user to check on their welfare. Visits to be undertaken within 4 hours of notification.
- Emergency visit – an emergency visit made to the service user in response to an alert being received by the control centre. Visits to be undertaken within 1 hour of notification.

Member organisations may also require additional services which could include but not be limited to;

- Cover for scheme managers (sickness/holidays)
- Emergency cover

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £5,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner.

#### **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

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

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

Lot 4.3 - Call Monitoring and Mobile Response

Lot No

4.3

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

- 33195000 - Patient-monitoring system
- 33195200 - Central monitoring station
- 34221200 - Mobile emergency units
- 79512000 - Call centre
- 85112200 - Outpatient care services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The requirements of this sub-lot are the combination of sub-lot 4.1 and 4.2 as detailed in this notice. Supply Partners must be able to undertake all activities required for call monitoring and mobile response for this sub lot(4.3).

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £10,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

The scores for both Quality (potential 60 %) and Price (potential 40 %) will be totalled (per LOT/Sub-Lot) to give an overall score out of 100 %. Up to the highest ten (10) scoring Bidders per LOT/Sub-Lot (or more in the event of a tie) will be appointed to the framework as a Supply Partner

#### **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

---

### **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**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### **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

18 September 2023

Local time

5:00pm

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

25 September 2023

#### **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: 4 (from the date stated for receipt of tender)

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2027

### **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 contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

The framework will be available for all current and future consortium members, further information on who can access the framework is available at this link

<https://consortiumprocurement.org.uk/framework-agreements/who-can-access/>

Member organisations may choose to award call-off contracts under 1 or a combination of lot(s) to meet their requirements.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Sunderland:-Repair-and-maintenance-services-of-medical-equipment./AMU92F7MT5>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/AMU92F7MT5>

GO Reference: GO-2023817-PRO-23670034

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

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

See VI.4.3

Sunderland

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

See VI.4.3

Sunderland

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The consortium (Contracting Authority) will incorporate a minimum 10 calendar days standstill period following confirmation on the award of the framework to bidders. The Public Contracts Regulations 2015 (the Regulations) 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). As stated within the Regulations, any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen.

The court may extend the time limit for starting proceedings where the court considers that there is a good reason for doing so but not so as to permit proceedings to be started more than 3 months after that date.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

See VI.4.3

Sunderland

Country

United Kingdom



