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Tender

Sheltered Housing – Call Monitoring, Welfare Check call and Responder service

Reading Borough Council

F02: Contract notice

Notice identifier: 2024/S 000-024784

Procurement identifier (OCID): ocids-h6vhtk-048851

Published 7 August 2024, 10:07am

Section I: Contracting authority

I.1) Name and addresses

Reading Borough Council

Civic Offices, Bridge Street

RG1 2LU

Email

pchub@reading.gov.uk

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

www.reading.gov.uk

I.3) Communication

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

<https://in-tendhost.co.uk/readingbc.aspx/Tenders/Current>

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

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Sheltered Housing – Call Monitoring, Welfare Check call and Responder service

Reference number

RBC 00001997

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

We are seeking a three-year initial contract with an option to extend for a further two years to commission an Alarm Receiving Centre (ARC) to provide: • 24/7 emergency alarm (warden call) monitoring service • Daily welfare check calls – weekends, bank holidays and office closures • Site responder service • across the portfolio within the sheltered housing service. The Sheltered Housing Service provides a variety of services to people living within RBC owned accommodation. These include: 1. General Sheltered, 2. Cedar Court Sheltered Extra Care scheme, 3. Phoebe Cusden House. Full details of the requirement can be found in Annex 1 - Specification.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

We are seeking a three-year initial contract with an option to extend for a further two years to commission an Alarm Receiving Centre (ARC) to provide:- 24/7 emergency alarm (warden call) monitoring service - Daily welfare check calls – weekends, bank holidays and office closures- Site responder service across the portfolio within the sheltered housing service. The Sheltered Housing Service provides a variety of services to people living within RBC owned accommodation. These include: 1. General Sheltered, 2. Cedar Court Sheltered Extra Care scheme, 3. Phoebe Cusden House. Each site currently has an analogue Tunstall warden call alarm system which monitors door entry, fire alarm systems, lift alarms, communal call points, individual flat call points, pendants, intruder alarms, the master key safe, and other assistive technology/telecare devices such as falls monitors and flood detectors. Conversion to enable digital working is being installed via an IP connector to enable working in a digital environment, whilst we review our longer-term provision of warden call 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: £300,000

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

Start date

1 April 2025

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Further two year extension available.

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 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

25 September 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

25 September 2024

Local time

1:00pm

Place

Reading Borough Council via In-Tend portal

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales

London

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/rolls-building>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The relevant deadlines depend on the specific nature of the remedies required and are defined in Regulations 93 & 94 of the Public Contracts Regulations 2015.

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

The Cabinet Office

London

Country

United Kingdom