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Tender

## **Provision of Sheltered Housing: Call Monitoring, Welfare Check Call and Responder service**

Reading Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-026642

Procurement identifier (OCID): ocds-h6vhtk-036ad0

Published 23 September 2022, 9:59am

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

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

Reading Borough Council

Civic Offices, Bridge Street

Reading

RG1 2LU

#### **Contact**

Diane Palmer and Emily Chomicz

#### **Email**

[pchub@reading.gov.uk](mailto:pchub@reading.gov.uk)

#### **Country**

United Kingdom

## **NUTS code**

UKJ11 - Berkshire

## **Internet address(es)**

Main address

[www.reading.gov.uk](http://www.reading.gov.uk)

Buyer's address

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

## **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 Agency/Office

## **I.5) Main activity**

Social protection

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## **Section II: Object**

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

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

Provision of Sheltered Housing: Call Monitoring, Welfare Check Call and Responder service

Reference number

RBC 00001393

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

- 85310000 - Social work services

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

Services

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

Proposals are invited for the provision of 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. We are seeking an interim 2-year support contract to commission an ARC. The Sheltered Housing Service provides a variety of services to people living within RBC owned accommodation. These include: • General Sheltered • Cedar Court Sheltered Extra Care scheme • Phoebe Cusden House. Each site within the sheltered housing service has a Tunstall Communical Connect system, and across the service there are 654 connections. RBC's detailed requirements are defined in the Specification at Schedule 1.

### **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**

Proposals are invited for the provision of 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. We are seeking an interim 2-year support contract to commission an ARC. The Sheltered Housing Service provides a variety of services to people living within RBC owned accommodation. These include: • General Sheltered • Cedar Court Sheltered Extra Care scheme • Phoebe Cusden House. Each site within the sheltered housing service has a Tunstall Communical Connect system, and across the service there are 654 connections. RBC's detailed requirements are defined in the Specification at Schedule 1.

### **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

24

This contract is subject to renewal

No

### **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

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## **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

5 October 2022

Local time

2:00pm

##### **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**

Tender must be valid until: 12 April 2023

##### **IV.2.7) Conditions for opening of tenders**

Date

13 October 2022

Local time

9:00am

Place

Reading Borough Council via In-Tend portal

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## **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

7 Rolls Buildings, Fetter Lane

London

EC4A 1NL

Telephone

+44 2079477156

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

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/cabinet-office>