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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): ocids-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

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

www.reading.gov.uk

Buyer's address

<https://in-tendhost.co.uk/reading/asp/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/asp/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

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

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

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>