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Not applicable

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

Reading Borough Council

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-027018

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

Published 27 September 2022, 11:28am

### **Section I: Contracting authority/entity**

#### **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>

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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

2022/S 000-026642

#### 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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2022/S 000-026642](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV 2.2

Place of text to be modified

Time Limit

Instead of

Date

5 October 2022

Local time

2:00pm

Read

Date

24 October 2022

Local time

10:00am

Section number

IV 2.7

Place of text to be modified

Conditions for opening

Instead of

Date

13 October 2022

Local time

9:00am

Read

Date

24 October 2022

Local time

11:00am