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Contract

## **Electronic Call Monitoring System for Care and Support at Home**

Inverclyde Council

F03: Contract award notice

Notice identifier: 2024/S 000-028139

Procurement identifier (OCID): ocds-h6vhtk-0451da

Published 3 September 2024, 2:18pm

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

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

Inverclyde Council

Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

#### **Contact**

Kieran Guiller

#### **Email**

[Procurement@inverclyde.gov.uk](mailto:Procurement@inverclyde.gov.uk)

#### **Telephone**

+44 1475712634

**Country**

United Kingdom

**NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

<http://www.inverclyde.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00168](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00168)

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

The contract is awarded by a central purchasing body

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Electronic Call Monitoring System for Care and Support at Home

Reference number

CP0550/HSCP

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Inverclyde Council are seeking to appoint a service provider for the requirement of an Electronic Call Monitoring System for Care and Support at Home.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £674,000

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

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

The Electronic Call Monitoring System is required to manage the delivery of the Council's care at home service, with a range of easy-to-use, mix-and-match solutions including care monitoring, mobile monitoring (via a mobile App), scheduling of visits, allowing the Council to maximise the usage of available resources, invoice & payroll / financial management, as well as the Council having the ability to provide detailed, person/carer, provider or Team specific reporting using the business intelligence reporting functionality.

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

Quality criterion - Name: Desirable Elements / Weighting: 20%

Quality criterion - Name: Implementation Plan / Weighting: 15%

Quality criterion - Name: Support & Maintenance / Weighting: 8%

Quality criterion - Name: Processing Data / Weighting: 8%

Quality criterion - Name: Cloud Security Principles / Weighting: 2%

Quality criterion - Name: Exit Management / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 2%

Quality criterion - Name: Social Value Outcome Menu / Weighting: 2%

Quality criterion - Name: Social Value Supporting Methodology / Weighting: 1%

Price - Weighting: 40%

## **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**

Economic operators may be excluded from this competition if they are in any of the situations referred on in regulation 58 of the Public Contract (Scotland) Regulations 2015.

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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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-011990](#)

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## **Section V. Award of contract**

### **Contract No**

CP0550/HSCP

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

16 July 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

TotalMobile Ltd

Pilot Point, 21 Clarendon Road

Belfast

BT1 3BG

Telephone

+44 02890330111

Country

United Kingdom

NUTS code

- UKN06 - Belfast

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £674,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Tenderers will be required to return with their submission a completed Data Protection Certificate, FOI Certificate, No Collusion Certification, S1 Equalities Questionnaire, S2 Equalities Declaration, Workforce Matters, Prompt Payment Certificate and Tender Declaration Certificate.

It will also be a condition of contract that Tenderers comply with ISO 27001, ISO 27002, Inverclyde Council's Electronic Call Monitoring System for Care and Support at Home Terms and Conditions of Contract and Mandatory Specification, & Contract Information for Tenderers and enter into a Data Sharing Agreement with Inverclyde Council.

(SC Ref:777037)

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

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

Greenock Sheriff Court and Justice of the Peace Court

Sheriff Court House, 1 Nelson Street

Greenock

PA15 1TR

Country

United Kingdom