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Tender

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

Inverclyde Council

F02: Contract notice

Notice identifier: 2022/S 000-029764

Procurement identifier (OCID): ocds-h6vhtk-0377e0

Published 21 October 2022, 2:03pm

The closing date and time has been changed to:

**9 December 2022, 12:00pm**

See the [change notice](#).

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

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

Inverclyde Council

Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

#### **Contact**

Andrew Duncan

#### **Email**

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

**Telephone**

+44 1475712796

**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.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

**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

#### **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 provider for the requirement of an Electronic Call Monitoring System for Care and Support at Home.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,500,000

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

This contract is divided into lots: No

### **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 real-time 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: Implementation Plan / Weighting: 10

Quality criterion - Name: Support & Maintenance / Weighting: 7.5

Quality criterion - Name: Processing Data / Weighting: 7.5

Quality criterion - Name: Implementation / Weighting: 5

Quality criterion - Name: Cloud Security Principles / Weighting: 2.5

Quality criterion - Name: Exit Management / Weighting: 2.5

Quality criterion - Name: Fair Work First / Weighting: 2.5

Quality criterion - Name: Social Value Outcome Menu / Weighting: 1.5

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

Price - Weighting: 60

### **II.2.6) Estimated value**

Value excluding VAT: £1,500,000

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

Start date

1 August 2023

End date

31 July 2026

This contract is subject to renewal

Yes

Description of renewals

Option to extend annually for a further 2x12 months.

**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

**II.2.14) Additional information**

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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

##### Financial Standing

Inverclyde Council will check the financial status of applicants by means of a Dun and Bradstreet assessment.

In order to be considered, applicants must achieve one of the following:

(a) Where the tenderers Dun & Bradstreet risk indicator is 3, the annual contract value should also be less than 50% of the tenderers average turnover over the preceding 2 years (with audited accounts dated within 24 months of the date of the financial check).

OR

(b) Where the tenderers Dun & Bradstreet risk indicator is 2 or better, the annual contract value should also be less than 75% of the tenderers average turnover over the preceding 2 years (with audited accounts dated within 21 months of the date of the financial check).

**PLEASE NOTE THE IMPORTANT GUIDANCE TO BIDDERS BELOW:**

**APPLICANTS ARE STRONGLY ADVISED TO SATISFY THEMSELVES THAT THEY MEET THESE CRITERIA AS FAILURE OF THE FINANCIAL CHECK WILL MEAN THAT THEIR APPLICATION WILL NOT BE CONSIDERED FURTHER. APPLICANTS SHOULD ALSO SATISFY THEMSELVES THAT THEIR DUN AND BRADSTREET RATINGS ARE CORRECT AND IT IS THE APPLICANT'S RESPONSIBILITY TO RAISE ANY QUERIES WITH DUN AND BRADSTREET IF THEY FEEL A CORRECTION IS REQUIRED. THE COUNCIL WILL RELY ON THE RISK RATING IT OBTAINS AT THE TIME IT PERFORMS THE D&B FINANCIAL CHECK.**

You must provide your average yearly turnover for the last 2 years.

Turnover must be provided from your audited accounts. Turnover from unaudited accounts or part year turnover will not be accepted.

If you are unable to provide the turnover information required due to being exempt from submission of full audited accounts, please provide an explanation on why you are exempt in response to this question.

If you have responded that you are exempt from submitting full audited accounts, please confirm that you will be prepared to submit alternative information and documentation on your financial position should this be required at any point. This information could be required at selection or in the event that the bidder is identified as the preferred bidder.

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## Insurance Requirements

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = minimum 5m GBP

Public Liability Insurance = minimum 5m GBP

Professional Indemnity Insurance = minimum 1m GBP, required for six years following expiration of the contract

Cyber Risk Insurance = minimum 0.5m GBP

### **III.1.3) Technical and professional ability**

Minimum level(s) of standards possibly required

#### SPD QUESTION 4C:

Bidders will be required to provide 2 examples that demonstrate they have the relevant experience of delivering an Electronic Call Monitoring System within the past 3 years. Examples must demonstrate you have experience of delivering a contract of similar size and nature that can be transferrable into this context.

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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**

Originally published as:

Date

21 November 2022

Local time

12:00pm

Changed to:

Date

9 December 2022

Local time

12:00pm

See the [change notice](#).

### **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**

Duration in months: 4 (from the date stated for receipt of tender)

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

Date

21 November 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Further publication prior to expiry of contract arising from this tender, approximately in Autumn 2025. If options to extend contract are taken up, then this will extend to 2026 or 2027.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Tenderers are required to comply with the following:

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#### **SPD Part 4C - Supply Chain Management**

If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

- a) their standard payment terms
- b) ?95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

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### SPD Part 3D Labour Law

The bidder must detail in response to this question, any breaches of Labour Law inclusive of any Health and Safety Breaches and complete where applicable all related conditional questions.

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### SPD Part 4D - Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent),

OR

The bidder must comply with the alternative requirements as detailed within the "Selection Criteria Additional Information" document located in the Attachments area of the PCS-T project associated with this contract opportunity.

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### SPD Part 4D - Health and Safety Procedures

The bidder must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum.

OR

The bidder must comply with the alternative requirements as detailed within the "Selection Criteria Additional Information" document located in the Attachments area" of the PCS-T project associated with this contract opportunity.

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### SPD Part 4D - Environmental Management Requirements

The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate,

OR

The bidder must comply with the alternative requirements as detailed within the "Selection Criteria Additional Information" document located in the Attachments area of the PCS-T project associated with this contract opportunity.

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It is also a requirement of this tender to comply with Inverclyde Councils General Conditions of Contract, Special Conditions and Service Specification as detailed within the associated PCS-T project.

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The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 22362. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Communitary Benefits (Social Value) is a key component in maximising social, economic, and environmental benefits. The key principles of including social benefits within contracts are to ensure they are proportionate, deliverable and relevant to that contract. This Contract will set a minimum number of Social Value Points to receive maximum marks during the Social Value Outcomes response evaluation.

(SC Ref:710122)

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

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

Greenock Sheriff Court and Justice of the Peace Court

Greenock

PA15 1LX

Country

United Kingdom