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Tender

Telecare and Assistive Technology

Trafford Council

F02: Contract notice

Notice identifier: 2021/S 000-029807

Procurement identifier (OCID): ocds-h6vhtk-02fbe5

Published 1 December 2021, 2:10pm

Section I: Contracting authority

I.1) Name and addresses

Trafford Council

4th Floor, Waterside House, Waterside Plaza

Sale

M33 7ZF

Contact

Mr Farooq Rashid

Email

Farooq.Rashid@star-procurement.gov.uk

Telephone

+44 1619121616

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://www.star-procurement.gov.uk/star-procurement.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/register>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telecare and Assistive Technology

Reference number

DN585286

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Trafford Council would like to purchase a comprehensive TEC service which provides all the functions required to deliver a 24hour 7day a week telecare and assistive technology service for local residents. This includes the provision of the following key activities on behalf of Trafford Council:

1. Establishing a supply chain in order to purchase a range of TEC solutions to meet the needs of Trafford residents, including telecare which is commissioned by Trafford council and arrangements for private customers
2. Promoting the availability of TEC solutions to health and social care professionals and Trafford residents
3. Managing referrals for TEC support from a range of organisations and individuals, including private and Council customers
4. Completing home assessments and assessments of individual needs and identifying which TEC solutions would be most beneficial and most cost effective for the individual and the Council
5. Installation, maintenance, repair and uninstallation of TEC devices
6. The provision of an alert and response service to manage alerts from people in receipt of TEC and to respond appropriately to those alerts to support wellbeing outcomes. This should be available 24 hours a day, 7 days a week and 365 days of the year and should include:
 - o The provision of an IT platform to manage calls and alerts from people who require support

- o The provision of a call centre to manage calls and to respond to alerts from people who use TEC
- o The provision of a community response team who can respond appropriately to alerts, concerns, urgent situations and emergencies, both remotely and through visits to someone's home

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Trafford Council would like to purchase a comprehensive TEC service which provides all the functions required to deliver a 24hour 7day a week telecare and assistive technology service for local residents. This includes the provision of the following key activities on behalf of Trafford Council:

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2. Promoting the availability of TEC solutions to health and social care professionals and Trafford residents
3. Managing referrals for TEC support from a range of organisations and individuals, including private and Council customers
4. Completing home assessments and assessments of individual needs and identifying which TEC solutions would be most beneficial and most cost effective for the individual and the Council
5. Installation, maintenance, repair and uninstallation of TEC devices
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include:

- o The provision of an IT platform to manage calls and alerts from people who require support
- o The provision of a call centre to manage calls and to respond to alerts from people who use TEC
- o The provision of a community response team who can respond appropriately to alerts, concerns, urgent situations and emergencies, both remotely and through visits to someone's home

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

48

This contract is subject to renewal

Yes

Description of renewals

Extension Available of up to a total of 3 years.

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

10 January 2022

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

1 December 2021

Local time

2:15pm

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

Trafford Council

Trafford

Email

Farooq.Rashid@Star-Procurement.gov.uk

Country

United Kingdom