

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030996-2023>

Tender

## **Provision of Torfaen Alarms Monitoring Services**

Torfaen County Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-030996

Procurement identifier (OCID): ocds-h6vhtk-040d9d

Published 20 October 2023, 11:06am

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

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

Torfaen County Borough Council

Civic Centre

Pontypool

NP4 6YB

#### **Contact**

Sophie Slade

#### **Email**

[sophie.slade@torfaen.gov.uk](mailto:sophie.slade@torfaen.gov.uk)

#### **Telephone**

+44 1495742940

#### **Country**

United Kingdom

**NUTS code**

UKL16 - Gwent Valleys

**Internet address(es)**

Main address

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

Buyer's address

[http://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0498](http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0498)

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

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

**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**

Provision of Torfaen Alarms Monitoring Services

Reference number

T.4544

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

- 85000000 - Health and social work services

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

Services

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

Torfaen County Borough Council are seeking tenders from alarm monitoring receiving centres (ARC's) for the delivery of alarm monitoring services supporting our community lifeline system and assistive technology provisions.

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

Value excluding VAT: £728,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 35121700 - Alarm systems
- 79711000 - Alarm-monitoring services
- 79512000 - Call centre

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

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Torfaen

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

Torfaen County Borough Council are seeking tenders from alarm monitoring receiving centres (ARC's) for the delivery of alarm monitoring services supporting our community lifeline system and assistive technology provisions.

With installations and maintenance managed through the Council's Assistive Technology Team the ARC is a vital partner providing a responsive approach to managing calls from users seeking assistance from named contacts or emergency services.

This is an exciting opportunity for experienced providers of alarms monitoring services to support the development of assistive technology services in Torfaen.

#### **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**

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend the contract for a further period of up to 36 months in total

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

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

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

#### **III.2) Conditions related to the contract**

##### **III.2.2) Contract performance conditions**

As stated in the procurement documents

---

### **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: [2020/S 185-447969](#)

**IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

20 November 2023

Local time

12:00pm

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

English, Welsh

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

20 November 2023

Local time

12:00pm

---

**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**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

### NOTICE

The tender and all supporting documentation are only available from the Proactis Supplier Portal, which can be directly accessed following registration.

NB: Tender information and any questions and answers relating to the tender will only be available directly from the portal and will not be communicated by any other means.

Tender submissions will only be accepted via the portal and not by any other means unless otherwise agreed in writing by the Council.

E-Tender access information:

— Go to <https://supplierlive.proactisp2p.com/Account/Login>

You can access the opportunity by completing the following steps:

If you have not already signed-up to the Proactis Supplier Portal, click "Signup", complete the required information and then click "Register".

— Registration should only be performed once for each Organisation.

— If you think that someone in your Organisation may have already registered on this Portal then you must not register again.

— Please contact the Primary Contact in order to arrange access to the Portal.

An activation email will be sent to the email address of your primary contact.

Click on the link contained within the email to activate your account.

Sign into the Proactis Supplier Portal by entering your Login Name that you previously provided. Enter the temporary password that was provided in the activation e-mail.

Complete the Self Registration/Organisation Details. Click the arrows to move from page to page; on page 8, create a new password.

Click "Complete Registration"

Click on the Red Box marked "Opportunities", type Torfaen in the box at the top of the page called "Search by customer reference, title or customer name..." and click "Search"

Identify the Opportunity with the title of "T.4533- Provision of Torfaen Alarms Monitoring Services

" and click the White Arrow in a Blue Circle on the right-hand side of the line.

Click "Register Interest" Then click the Telescope button on the left-hand side of the page, then enter "Torfaen" in the box at the top of the page called "Search by customer reference, title or customer name... and click "Search".

You will now see that the "T.4533- Provision of Torfaen Alarms Monitoring Services

"Opportunity has now changed to Private. Click the White Arrow in a Blue Circle.

It is recommended that you read the information provided in the documents that can be found if you click the line marked "Request Documents" before attempting to answer any of the questions.

(WA Ref:135731)

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

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

The High Court

Royal Courts Of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom