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Contract

## **Digital ARC Solution**

Dumfries and Galloway Council

F03: Contract award notice

Notice identifier: 2023/S 000-031712

Procurement identifier (OCID): ocds-h6vhtk-03e143

Published 27 October 2023, 9:19am

## **Section I: Contracting authority**

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

Dumfries and Galloway Council

Procurement Team, Carruthers House

Dumfries

DG1 2HP

#### **Email**

[Procurement.SocialCare@dumgal.gov.uk](mailto:Procurement.SocialCare@dumgal.gov.uk)

#### **Telephone**

+44 3033333000

#### **Country**

United Kingdom

#### **NUTS code**

UKM92 - Dumfries & Galloway

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00219](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00219)

**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**

Digital ARC Solution

Reference number

DGCSC-0005

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

- 72260000 - Software-related services

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

Services

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

Dumfries and Galloway Council are seeking bids for a digital alarm receiving centre (ARC) solution.

#### **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: £173,600

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

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

- 48000000 - Software package and information systems
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72268000 - Software supply services

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

NUTS codes

- UKM92 - Dumfries & Galloway

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

This tender process is for participation in the Contract for a digital alarm receiving centre (ARC) solution for Dumfries and Galloway Council. The contract is required due to the Openreach analogue switch off by December 2025 which has prompted Dumfries and Galloway Council to migrate its telecare service to a digital solution.

Digital ARC solution to be cloud-hosted via a Supplier as a Service (SaaS) platform.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **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

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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: [2023/S 000-020000](#)

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

### **Contract No**

DGCSC-0005

A contract/lot is awarded: Yes

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

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

25 October 2023

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

Number of tenders received: 6

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

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

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

Tunstall Healthcare (UK) Limited

Whitley Lodge, , Yorkshire

Whitley Bridge,

DN14 0HR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £173,600

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## **Section VI. Complementary information**

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

(SC Ref:748640)

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

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

Dumfries Sheriff Court

Dumfries

Country

United Kingdom