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Tender

## **Provision of a Call Monitoring and Alarm Receiving Centre to Respond to Community Alarm and Telecare Activations**

North Ayrshire Council

F02: Contract notice

Notice identifier: 2023/S 000-032628

Procurement identifier (OCID): ocds-h6vhtk-0415b6

Published 3 November 2023, 2:37pm

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

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

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

#### **Contact**

William Tomelty

#### **Email**

[williamtomelty@north-ayrshire.gov.uk](mailto:williamtomelty@north-ayrshire.gov.uk)

#### **Telephone**

+44 1294324354

#### **Country**

United Kingdom

**NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**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>

**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**

Provision of a Call Monitoring and Alarm Receiving Centre to Respond to Community Alarm and Telecare Activations

Reference number

NAC/5158

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

- 79711000 - Alarm-monitoring services

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

Services

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

Commencing 1st May 2024, North Ayrshire Council ("NAC") requires a supplier to manage all call monitoring and call receiving in response to community alarm activations from vulnerable service users in the community, and to respond appropriately to those calls.

The Health and Social Care Partnership ("HSCP") has approximately 4,500 service users with community alarms installed in their homes, and each service user is also likely to have a number of additional peripheral technologies (e.g. fall detectors, smoke alarms etc). It is anticipated that there will be approximately 22000 - 24000 foreground alarm activations each month.

The contract will be awarded using NACs standard conditions of contract for services.

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

Value excluding VAT: £1,176,000

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

This contract is divided into lots: No

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

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

- 79512000 - Call centre
- 35121700 - Alarm systems
- 33195000 - Patient-monitoring system
- 79711000 - Alarm-monitoring services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

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

NAC invites tenders for the provision of a call monitoring and alarm receiving centre to respond to community alarm and telecare activations as detailed in the Invitation to Tender ("ITT").

NAC currently have arrangements in place for this requirement until 30th April 2024 and therefore the requirement is being tendered. The resultant contract will be for a period of one year commencing 1st May 2024 until 30th April 2025 with the option to extend by up to 36 months (three years) until 30th April 2028. Extensions will be at the sole discretion of NAC and subject to satisfactory performance and funding.

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

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Value excluding VAT: £1,176,000

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

Start date

1 May 2024

End date

30 April 2025

This contract is subject to renewal

Yes

Description of renewals

The anticipated start date is 1st May 2024 until 30th April 2025, with the option to extend by up to 36 months making the maximum contract end date 30th April 2028. Extensions will be at the sole discretion of NAC and subject to satisfactory performance and funding.

#### **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

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

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

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

If required, bidders are required to be enrolled in the relevant professional or trade registers within the country in which they are established.

Where it is required, within a bidder's country of establishment they must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships.

Plus, bidders must also have a Telecare Services Membership, specially TSA.

Staff will also need to hold, as a minimum, a standard disclosure with enhanced disclosures and PVGs also acceptable.

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

List and brief description of selection criteria

Bidders will be required to have a minimum yearly "specific" turnover of 588,000 GBP for the last 2 years in the business area covered by the contract.

NAC reserve the right to review the bidder's financial information using company watch financial analytics at tender stage and throughout the life of the contract. If the bidder's financial health score (H-Score) is 25 or less further information/clarifications will be requested to ensure the equivalent economic and financial standing is adhered too. If this information or the clarifications are not satisfactory, the bidder will be excluded from the tender process.

Bidders who cannot meet the required level of turnover will be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

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

Employer's (Compulsory) Liability Insurance = 5,000,000 GBP in respect of any one event.

Public Liability Insurance = 5,000,000 GBP in respect of any one event.

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

List and brief description of selection criteria

Bidders are required to provide 2 examples of services carried out in the past 3 years that demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope with a minimum project value of 200 GBP per annum. Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide 2 satisfactory references for the same 2 contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2D.1.2 of the qualification envelope.

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

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

Please refer to the Invitation to Tender and Specification, which includes KPIs, management information, community benefits and much more.

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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**

Date

15 December 2023

Local time

12:00pm

#### **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

15 December 2023

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: Contract will be re-tendered around 9 months before it expires, subject to the utilisation of any available extensions.

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

Lots are not being used for this tender for the reason stated below:

Nature of the contract not suitable for lots.

Quality Management Procedures

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 a documented policy regarding quality management, see attachment at SPD question 4D.1.

Bidders 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.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 25321. For more information see:

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

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:

Community benefits will be required on a mandatory basis for:

- Employment
- Employability & Skills
- SMEs
- TSOs

- Education

- Community Wish List (<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:746673)

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

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

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Email

[kilmarnock@scotcourts.gov.uk](mailto:kilmarnock@scotcourts.gov.uk)

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