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Tender

ITT For the Provision of a Control Centre Monitoring Service for the RBH Independent Living Schemes

ROCHDALE BOROUGHWISE HOUSING LIMITED

F02: Contract notice

Notice identifier: 2023/S 000-034074

Procurement identifier (OCID): ocids-h6vhtk-041ac6

Published 17 November 2023, 11:55am

Section I: Contracting authority

I.1) Name and addresses

ROCHDALE BOROUGHWISE HOUSING LIMITED

Unique enterprise centre

Rochdale

OL16 2UP

Contact

Stephen Camm

Email

rbh.procurement@rbh.org.uk

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.rbh.org.uk

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ITT For the Provision of a Control Centre Monitoring Service for the RBH Independent Living Schemes

Reference number

DN699259

II.1.2) Main CPV code

- 64227000 - Integrated telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The Project

Rochdale Boroughwide Housing (RBH) provides services for over 12,000 properties across the Rochdale Borough, including over 700 properties in Independent Living Schemes. In addition, RBH currently has 43 apartments within its extra care scheme. The Independent Living schemes are part of RBH's Independence and Well Being Service and sits within the Customer and Communities Directorate.

There are 24 Independent Living Schemes and 1 extra care scheme with hard wired Warden call equipment installed and manufactured by Tunstall Healthcare Group, or Appello Healthcare. Of the 25 schemes in total, 17 schemes have the Tunstall Communicall Vision Warden call system which include full Telecare Overlay. These schemes will have the Tunstall Analogue to Digital Communicator for the digital switch over of the BT network by December 2025. 4 schemes have the Tunstall Communicall Connect Warden Call systems and 3 have Tunstall Communicall Vi systems . Again, these schemes will have the Tunstall Digital Communicator installed. 1 scheme, (Jack McCann Court), currently has Tunstall Communicall but will have Appello Smart Connect V5, Smart Living Solutions digital systems installed by January 2024. All the systems operate on 869MHz. Please Note: There is a possibility that one or two schemes are decommissioned during the contract period.

The contract covers the monitoring of all equipment associated to the Warden Call system within the 24 Independent Living Schemes and 1 extra care scheme. However, the extra care scheme has 24 hours on site cover and the control centre monitoring requirement will be on a low level, as required basis, and therefore the contract price needs to be reflective of this.

The purpose of this tender exercise is to put in place a new contract, with an appropriate organisation, to provide call centre monitoring services, to the RBH schemes and equipment indicated above, and to the specified requirements indicated at section 4 of this ITT document.

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

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

Main site or place of performance

Rochdale

II.2.4) Description of the procurement

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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

24

This contract is subject to renewal

Yes

Description of renewals

This is a 2 year contract with 2 X 1 year extensions available

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

2 X 1 year extensions available

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: No

IV.2) Administrative information

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

Date

18 December 2023

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

IV.2.7) Conditions for opening of tenders

Date

19 December 2023

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

RBH Legal Team

Unique enterprise centre

Rochdale

OL16 2UP

Country

United Kingdom