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Contract

Community Alarms and Mobile Response Service

The Borough Council of Calderdale

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2024/S 000-034332

Procurement identifier (OCID): ocids-h6vhtk-046ef8

Published 23 October 2024, 3:04pm

Section I: Contracting authority

I.1) Name and addresses

The Borough Council of Calderdale

Town Hall, Crossley Street

Halifax

HX1 1UJ

Contact

Bob Farr

Email

bob.farr@calderdale.gov.uk

Telephone

+44 1422393818

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

184 3147 61

Internet address(es)

Main address

<https://www.calderdale.gov.uk/v2>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103251>

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

Community Alarms and Mobile Response Service

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Borough Council of Calderdale (the Council) invites Tenders from Tenderers who wish to be considered for the provision of the Community Alarms and Mobile Response Service. It is anticipated the new contract will commence from 1st April 2025 for a period of 3 years up to and including 31st March 2028 with an option to extend for a further period or periods up to 24 months, in two 12-month increments. The option to extend will be at the discretion of the Council.

This Service covers the provision of a community alarm and mobile response service; comprising of community alarm installations, call monitoring centre, mobile response and, where required, the installation of various pieces of Assistive Technology, carbon monoxide detectors and smoke detectors in Service Users' homes across the Borough of Calderdale. The Provider will work to and meet industry standards as a minimum. The Provider will ensure that a person-centred approach is undertaken at all times.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE44 - Calderdale and Kirklees
- UK - United Kingdom

II.2.4) Description of the procurement

This Service covers the provision of a community alarm and mobile response service; comprising of community alarm installations, call monitoring centre, mobile response and, where required, the installation of various pieces of Assistive Technology, carbon monoxide detectors and smoke detectors in Service Users' homes across the Borough of Calderdale. The Provider will work to and meet industry standards as a minimum. The Provider will ensure that a person-centred approach is undertaken at all times. The Provider will ensure that the Service delivered is innovative and creative both in terms of direct delivery and in working in partnership, as required.

The aspiration for this service is to move towards an all in one monitoring and response service including Technology Enabled Care (TEC) devices that help with managing people's environment and their behaviour. This will include deploying new innovative technology which is predictive and supports risk analysis to enable better decision making by professionals.

The Provider is required to approach the delivery of this Service in a proactive manner where Provider Staff will utilise their skills and expertise in responding in the most effective way to the needs of Service Users. This may mean doing the 'little things' for Service Users that will prevent more formal intervention.

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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-017986](#)

Section V. Award of contract

Contract No

1

Title

Community Alarms and Mobile Response Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Strand

London

WC2A 2LL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079476112

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Strand

London

WC2A 2LL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079476112

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

High Court of England and Wales

Strand

London

WC2A 2LL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079476112

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>