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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): ocds-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](mailto: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

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## **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

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## **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](#)

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## **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

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## **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](mailto: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](mailto: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](mailto:tcc.issue@justice.gov.uk)

Telephone

+44 2079476112

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