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Tender

## **Provision of a Call Monitoring Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area**

Neath Port Talbot County Borough Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2024/S 000-034606

Procurement identifier (OCID): ocds-h6vhtk-047a56

Published 25 October 2024, 9:51am

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

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

Neath Port Talbot County Borough Council

Civic Centre

Port Talbot

SA13 1PJ

#### **Contact**

Wayne Thomas

#### **Email**

[w.thomas3@npt.gov.uk](mailto:w.thomas3@npt.gov.uk)

#### **Country**

United Kingdom

**NUTS code**

UKL17 - Bridgend and Neath Port Talbot

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0274](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0274)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk/home.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/home.html>

**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 Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area

Reference number

CPU24-25-11

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

- 85323000 - Community health services

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

Services

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

See description of procurement

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

This contract is divided into lots: Yes

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

#### **II.2.1) Title**

Mobile Response Service

Lot No

2

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

- 85000000 - Health and social work services
- 85323000 - Community health services
- 98000000 - Other community, social and personal services

- 75200000 - Provision of services to the community

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

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

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

Neath Port Talbot Council invite tenders for the provision of a Community Mobile Response Service for the unitary borough area of Neath Port Talbot (NPT). The service will play a key role in our continued approach of supporting greater independence, choice and control so people can increasingly live more independently for longer.

The service tendered is a county-wide Mobile Response Service that aims to respond to alerts raised by the Council's Call Monitoring Service, which is also tendered as a separate Lot under Lot 1. Both providers will need to seamlessly work together to offer an overall, responsive service to individuals in Neath Port Talbot.

The overarching aim of the Mobile Response Service is to provide a Borough-wide response for customers of the Council's TEC service who may experience non-injurious falls and other non-medical emergencies across NPT.

Working closely with the Council's TEC service and commissioned Call Monitoring Centre, the Mobile Response Service will assist the Council in achieving the following aims:

- \* Support individuals to achieve as independent living as possible within their home and their community.
- \* Allow individuals to remain safe and secure in their home
- \* Build resilience in individuals and communities
- \* Improve well-being of individuals and carers
- \* Adopt proactive approaches to supporting individuals and their changing needs and requirements.
- \* Develop integrated falls prevention pathways
- \* Prevent negative impacts on their outcomes relating to unnecessary conveyance to hospital through long lies following a fall, or other non-medical emergency

\* Reduce demand on emergency services when responding to non-injurious falls and other non-medical emergencies calls

\* Delay residential placement where appropriate by providing additional wrap around support at home

The Council has been informed by an incumbent provider that TUPE may apply for this Lot only.

Lot 2 - Contract period will be for 2 years with the option to extend up to a further 12 mths subject to agreement and performance.

Note – there are no restrictions on the number of lots a tenderer can apply for or be awarded.

## **II.2) Description**

### **II.2.1) Title**

Call Monitoring Service

Lot No

1

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

- 85000000 - Health and social work services
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community

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

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

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

Neath Port Talbot Council invite tenders for the provision of a Community Call Monitoring Service for the unitary borough area of Neath Port Talbot (NPT). The service will play a key role in our continued approach of supporting greater independence, choice and

control so people can live more independently for longer.

The service tendered is a county-wide Call Monitoring Service that aims to respond to alerts raised by around 2400 subscribers at contract start, with Lifeline or and/or other Technology Enabled Care equipment installed. This service will be complimentary by a new, county-wide Mobile Response Service (commissioned as a separate Lot) where both providers will need to seamlessly work together to offer an overall, responsive service to subscribers in Neath Port Talbot.

The Council has been informed there are no TUPE implications for this Lot.

The Service aims to help people to remain living independently in instances where, without additional wrap around support, they may require more intrusive support, such as residential care services.

Lifeline and TEC services can be used by any age group and we are particularly keen to promote the use for older people as part of an overall preventive ageing well approach, and/or targeted at individuals in the over 75 age group. However, TEC can be used by anyone who is vulnerable or at risk, whatever their age, who:

- \* is becoming increasingly frail
- \* is at risk of falling
- \* is struggling to cope at home, and may be regularly admitted to A&E/hospital
- \* needs support when dealing with risks in the home such as fire or flood
- \* has sensory or physical impairment
- \* has special needs such as learning difficulties
- \* has cognitive difficulties such as failing memory
- \* is an informal or formal carer

Lot 1 - Contract period will be for 4 years with the option to extend up to a further 24 mths subject to agreement and performance.

Note – there are no restrictions on the number of lots a tenderer can apply for or be awarded.

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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 000-020338](#)

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

Date

25 November 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic payment will be used

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

Suppliers' Instructions 'How to Express Interest in this ITT':

1. Register your company on the etenderwales portal (this is required only once. However if your details have changed since you registered you will need to up-date them).

- Browse to the eSourcing Portal: [www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk)
- Click the 'Suppliers register here' link.
- Complete the 'Organisation Details' and 'User Details' sections.
- Note the username you choose and click 'save' when complete.
- You will shortly receive an email with your unique password (please keep this secure).
- Agree to the terms and conditions and click 'continue'.

2. Express an interest in the ITT.

- Login to the portal with the username / password.
- Click the 'ITT Open to all Suppliers' link.
- Alternatively, search for the relevant ITT (itt\_112459).
- Click on the relevant ITT to access the content.
- Click the 'Express Interest' button on the right-hand side of the screen.
- This will move the ITT into your 'My ITT pages'. (This is a secure area reserved for your projects only.)
- Click on the ITT code, you can now access any attachments by selecting 'Buyer Attachments'.

### 3. Responding to the ITT.

- You can now choose to 'Respond' or 'Decline to Respond' (please give a reason if declining).
- Note the 'Closing Date', and then follow the onscreen instructions to complete the ITT.
- There is help available Monday – Friday (8am – 6pm) on: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk) or by telephone on 0800 368 485.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=144718](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=144718)

(WA Ref:144718)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom