

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036035-2022>

Tender

425 - Support at Home Assistive Technology and Mobile Response Service

Wigan Council

F02: Contract notice

Notice identifier: 2022/S 000-036035

Procurement identifier (OCID): ocids-h6vhtk-0392e1

Published 20 December 2022, 1:25pm

Section I: Contracting authority

I.1) Name and addresses

Wigan Council

Town Hall, Library Street

Wigan

WN1 1YN

Contact

Ms. Michelle White

Email

M.White@wigan.gov.uk

Telephone

+44 7818012977

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=42abeb11-5780-ed11-811c-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=42abeb11-5780-ed11-811c-005056b64545>

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

425 - Support at Home Assistive Technology and Mobile Response Service

Reference number

DN646587

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Our aspiration in Wigan is a transformed and sustainable health and care system in Wigan Borough. This will be a system that is focused on what keeps people well and in control of their lives.

A core part of this aspiration is investment in technology-based solutions that support independent living for people with additional needs in their own homes and within Sheltered Accommodation developments for older people in Wigan Borough.

Our expectations are for a service with 3 elements that will make available:

- A portfolio of technology for people to use in their homes which includes installation renewal and updated technology as it becomes available, along with the ordering and storage of equipment, responsible disposal, refurbishment, and recycling of equipment.
- A mobile response service that attends people in their homes in response to alerts from the technology and provides personal care services and appropriate lifting
- A contact centre service to deal with alerts and calls from the technology and to liaise with the mobile response service.

There is an additional requirement to carry out personal care services and lifting as and when required for tenants living in Sheltered Accommodation.

II.1.5) Estimated total value

Value excluding VAT: £4,315,000

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

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Our aspiration in Wigan is a transformed and sustainable health and care system in Wigan Borough. This will be a system that is focused on what keeps people well and in control of their lives.

A core part of this aspiration is investment in technology-based solutions that support independent living for people with additional needs in their own homes and within Sheltered Accommodation developments for older people in Wigan Borough.

Our expectations are for a service with 3 elements that will make available:

- A portfolio of technology for people to use in their homes which includes installation renewal and updated technology as it becomes available, along with the ordering and storage of equipment, responsible disposal, refurbishment, and recycling of equipment.
- A mobile response service that attends people in their homes in response to alerts from the technology and provides personal care services and appropriate lifting
- A contact centre service to deal with alerts and calls from the technology and to liaise with the mobile response service.

There is an additional requirement to carry out personal care services and lifting as and when required for tenants living in Sheltered Accommodation.

II.2.5) Award criteria

Quality criterion - Name: quality / Weighting: 110

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £4,315,000

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

Start date

10 July 2023

End date

9 July 2026

This contract is subject to renewal

Yes

Description of renewals

2 x 12 month optional extensions available

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

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

19 January 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

19 January 2023

Local time

12:00pm

Place

Wigan Town Hall, Library Street, Wigan, WN1 1YN

Information about authorised persons and opening procedure

Portfolio holder within 48 hours of tender submission

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand, Holborn

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Wigan Council

Corporate Procurement, Town Hall, Library Street

Wigan

WN1 1 YN

Email

m.white@wigan.gov.uk

Country

United Kingdom