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Tender

An Alarm Recieving Centre (ARC)to replace existing Care Call System

NORTH TYNESIDE COUNCIL

F02: Contract notice

Notice identifier: 2024/S 000-038636

Procurement identifier (OCID): ocds-h6vhtk-04c13a

Published 29 November 2024, 3:12pm

Section I: Contracting authority

I.1) Name and addresses

NORTH TYNESIDE COUNCIL

Quadrant

NEWCASTLE-UPON-TYNE

NE270BY

Contact

Mark Perry

Email

mark.perry@northtyneside.gov.uk

Telephone

+44 1916435656

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://my.northtyneside.gov.uk/>

Buyer's address

<https://www.open-uk.org/>

I.3) Communication

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

<https://www.open-uk.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.open-uk.org/>

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

An Alarm Recieving Centre (ARC)to replace existing Care Call System

Reference number

#OPEN2024221

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

North Tyneside Councils objective is to replace the current on-premise Alarm Receiving Centre (ARC) Care Call system with a resilient cloud-based system. Our current system has been in operation since 2005. This change aligns with our digital strategy and aims to improve service efficiency, provide open API functionality, increase system resilience, enhance connectivity and expand functionality to improve the overall customer experience.?

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

II.2.4) Description of the procurement

North Tyneside Councils objective is to replace the current on-premise Alarm Receiving Centre (ARC) Care Call system with a resilient cloud-based system. Our current system has been in operation since 2005. This change aligns with our digital strategy and aims to

improve service efficiency, provide open API functionality, increase system resilience, enhance connectivity and expand functionality to improve the overall customer experience.?

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

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Contract duration - Initial Term 36 months with 2 x 12 month extension options (TOTAL 60 months if extns taken)

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Conditions contained in Tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

14 January 2025

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

14 January 2025

Local time

1:00pm

Place

electronically sealed

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

North Tyneside Council

North Shields

NE27 0BY

Country

United Kingdom