**GOSPORT BOROUGH COUNCIL (GBC)**

**INVITATION TO QUOTE (ITQ)**

**PUBLISHED: 12TH MARCH 2024**

**FOR: LONE WORKER DEVICES**

**RESPONSE DEADLINE: 12:00PM, 9TH APRIL 2024**

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Documents supplied separately:

* Schedule 1 – Quotation Response Document
* Appendix A – Contract Draft

# Introduction

Gosport Borough Council (GBC) is conducting this ITQ to invite quotations for the provision of lone working devices and associated monitoring, and is seeking responses in relation to the cost of service provision, technical capability, capacity and quality of product and service.

GBC is a small local government authority located on the South Coast and is conducting this procurement to fulfil the requirement of lone worker safety devices for staff.

Gosport Borough Council (GBC) recognises risks posed to lone working staff, and therefore requires lone worker devices to mitigate these risks.

Current staffing levels mean that the Council require 55 lone working devices in a variety of settings for the duration of the contract. However, this number may change with staffing levels and the Council may need to increase the number of devices during the contract term.

# Specification / Requirements

GBC seeks bids from Suppliers able to provide lone worker safety device solutions.

Lone workers at Gosport Borough Council are subject to risks, such as:

* Slips, trips or falls leading to injury or incapacitation
* Violent behaviour and / or aggression

GBC staff work alone in a variety of settings such as communal areas in blocks of flats, visiting tenants in their homes, responding to emergency calls throughout the night and performing various duties around the Borough. The lone worker staff contingent includes Housing Officers, Emergency Officers, Cleaners and Surveyors.

The Supplier must be able to provide devices and call centre back up of a high standard. The devices must be pocket sized, waterproof, dustproof and easy to use and wear. The device must be easily interchangeable between different users. The following criteria must also be met:

Features:

* 24 hours a day, 7 days a week (24/7) emergency alarm
* 24/7 monitoring call centre
* Voice message capability for check in and out
* Incapacitation alert
* Reliable battery life up to 50 hours
* rechargeable battery
* Interchangeable between 5 or more users
* 4G cellular connectivity and Wi Fi calling with roaming SIM
* Geographical location technology
* Worker location monitoring
* Provision for monitoring in low signal areas
* Provision for worker to speak to call centre (24/7)
* Illuminated touch screen
* Provision and roll out of easy to understand training for all users (this can be provided via video, guide or in person)

The Supplier must conform to the following standards and accreditations:

* BS8484 (or equivalent) Lone worker Code of Practice
* EN 50518 (or equivalent)
* ISO27001 Information Management
* Cyber essentials plus
* ISO9001 International Standard for Quality Management Systems

The Supplier must offer open lines of communication via phone and email for GBC staff to receive advice and discuss requirements. For general enquiries relating to the contract, this must be available Monday to Friday from 9am until 5pm. With regard to lone worker device monitoring, this must be available 24 hours a day, 7 days a week.

Suppliers compliant with the Mandatory Requirements (Schedule 1, Quotation Response Document), will be invited to demonstrate their device on 16th April 2024 either by Microsoft Teams or in person at the Town Hall. Time slots of 45 minutes will be offered between 0930 and 1600.

# Insurance

The Supplier will maintain the following insurance cover for the duration of the commission and provide evidence of cover to the Council at any time when requested by GBC.

|  |  |
| --- | --- |
| **Insurance:** | **Minimum value required** |
| Public Liability | £10 million |
| Employee Liability | £5 million |
| Professional Indemnity | £1 million |

# Procurement Timetable

|  |  |
| --- | --- |
| **Event** | **Indicative Date** |
| Invitation to Quote published | 12 March 2024 |
| Deadline for clarifications | 26 March 2024 |
| Deadline for receipt of quotes | 12:00PM, 9 April 2024 |
| Device Demonstration | 16 April 2024 |
| Evaluation completed by | 30 April 2024 |
| Notification of award decision | 2 May 2024 |
| Contract start date | 22 May 2024 |
| Contract expiry date | 21 May 2025 |
| Optional extension period | 22 May 2025 – 21 May 2026 |

# Instructions on submitting a response

Suppliers must complete the Quotation Response Document (schedule 1) in full, this must be uploaded via the Proactis portal, also known as the South East Business Portal: <https://sebp.due-north.com/>, and submitted no later than the time and date specified in the procurement timetable.

# Clarifications

All requests for clarification should be submitted no later than the date specified in the Procurement timetable, using the messaging facility on the Proactis procurement portal.

Questions received after the deadline date may not be answered. If the potential provider expresses that the question is confidential and GBC agrees that it is, then the response will be sent only to the potential provider raising the question. If GBC disagrees, they will inform the potential provider and allow them to withdraw their question.

Suppliers may be required to clarify their submission. Requests for clarification will be issued via the messaging function on the Proactis portal. Suppliers are required to respond to requests for clarification as requested and, no later than within 3 working days.

# Evaluation

Responses received on time will be evaluated on the following criteria:

* Mandatory requirements: Pass/Fail
* Quality: 40%
  + Lone worker device demonstration: 10%
  + Process for lone worker device monitoring, GDPR and security: 15%
  + Benefits to Public Sector using your products and services (case study): 15%
* Price – 60%

Quality Evaluation:

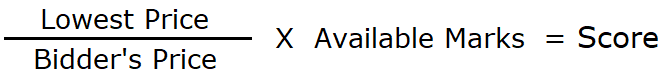
Answers will be scored on the following criteria

|  |
| --- |
| **4 - Very good** –in excess of the criteria in all areas |
| **3 - Good** – shows attributes in a number of areas that are in excess of the criteria |
| **2 - Satisfactory** – provides evidence that it will meet the criteria sufficiently |
| **1 - Poor** – some, but very limited evidence of that it will meet the criteria |
| **0- Very Poor** – completely fails to demonstrate that it will meet the criteria |

*Please note that scoring ‘1’ or less for any one or more quality questions will give grounds for excluding the response from further consideration. For any quotes so excluded, that supplier’s price shall be excluded from the ‘price’ evaluation.*

Price scores will be calculated based upon the lowest price.

The response with the lowest price will be awarded the full score of 60. Higher-priced offers will receive a score proportionate to the lowest offer, calculated as follows:

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# Award

The award decision will be notified via the Proactis portal after the deadline for responses has passed and the quotes have been evaluated.

GBC reserve the right to decline to make an award, or to abandon or cancel the procurement process. GBC will not be responsible for any costs or expenses incurred as a result of following this course of action.

Any costs incurred by the Supplier in responding to this ITQ or in support of activities associated with the response to this ITQ are to be borne by the service provider and are not reimbursable by GBC.

Following award, the Council shall order goods and services via purchase order which is sent electronically via email. This document will include a unique reference number, which must be stated on associated documentation, such as delivery notes and invoices.

The Council pay all invoices in arrears following completion of the service/successful delivery of the goods. The contractor shall provide the Council with an invoice within 30 days of service completion/goods delivered. Invoices must detail:

* The name and address of the Council Representative (as displayed on the purchase order)
* The Contractor name and address
* The Contractor bank details
* The relevant Council Purchase Order number
* A unique invoice number
* Full breakdown of the service/goods provided
* All costs, VAT charged and VAT number (if applicable)

Invoice can be submitted via post or electronically via email, the email address will be displayed on the purchase order.

# Terms and Conditions

In submitting a response to this Invitation to Quote, potential suppliers do so on the conditions set out in the Council’s Goods and Services Contract (Appendix A), which is attached to this invitation. In the event of any breach of the conditions, GBC shall be entitled to terminate any arrangement made as a result of such procurement.

# Conduct and Conflicts of interest

The Supplier shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the quote or proposed quote, except where the disclosure in confidence of the approximate amount of quote is necessary to obtain insurance cover.

The quote shall be a bona-fide quote and shall not be fixed or adjusted by, under, or in accordance with any agreement or arrangement with any other person.

Suppliers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from submitting a quote.

Suppliers must not, in connection with the proposed quote:

* offer any inducement, fee or reward to any member or officer of the Authority/Council
* do anything which would constitute a breach of the Bribery Act 2010 or the Section 117 (2) Local Government Act 1972, or
* canvass any of the persons referred to above in connection with the provision;
  + or contact, any member or officer of the Authority/Council or any person acting as an advisor to the Authority/Council (except as authorised by this Invitation to Quote for the purpose of asking genuine questions about the process or the provision) about any aspect of the proposed provision or for soliciting information in connection therewith.

Suppliers are responsible for ensuring that no conflicts of interest exist between the Supplier and its advisors and the Council and its advisors. Any Supplier who fails to comply with this requirement may be disqualified from the procurement process at the discretion of the Council. Any conflicts of interests must be declared to the Council at the earliest opportunity.