

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006341-2024>

Planning

## **Shaping the Future of Assistive Telecare: Bield Seeks Partner for Innovation of Call Monitoring Technology**

Bield Housing & Care

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-006341

Procurement identifier (OCID): ocds-h6vhtk-043d5a

Published 28 February 2024, 9:53am

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

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

Bield Housing & Care

79 Hopetoun Street

Edinburgh

EH7 4QF

#### **Email**

[bieldprocurement@bield.co.uk](mailto:bieldprocurement@bield.co.uk)

#### **Telephone**

+44 1312734078

#### **Fax**

+44 1312734078

### **Country**

United Kingdom

### **NUTS code**

UKM - Scotland

### **Internet address(es)**

Main address

<http://www.bield.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13722](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13722)

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

## **I.4) Type of the contracting authority**

Other type

Housing

## **I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Shaping the Future of Assistive Telecare: Bield Seeks Partner for Innovation of Call Monitoring Technology

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

- 72260000 - Software-related services

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

Services

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

Bield Response24 (BR24), part of Bield Housing and Care, is seeking to engage with potential suppliers for the procurement of an innovative cloud-based Alarm Receiving Centre (ARC) solution. This Early Market Engagement exercise is intended to gather information and insights from potential suppliers to inform our procurement strategy.

Background: Bield Response24, a prominent alarm receiving centre, is part of Bield Housing and Care, a Scottish not for profit registered charity and social landlord. Operating 24/7/365, BR24 currently monitors over 45,000 customers, including Bield tenants and various local authorities, housing associations, and out-of-hours services. Our current TEC monitoring platform is integral in delivering services in collaboration with Health and Social Care Services. With the evolving landscape of telecare, we are exploring new opportunities to enhance our service offerings with a focus on proactive and preventative solutions.

Scope of Requirement: We are looking for a comprehensive solution that:

Allows seamless expansion and integration with Health and Social Care Teams.

Offers cutting-edge Technology Enabled Care (TEC) capabilities.

Supports our ongoing growth and digital integration needs.

Enhances our service delivery, focusing on proactive and preventative telecare.

Ability to meet and deliver current service delivery.

Holds TSA accreditation.

Demonstrate its ability to incorporate the Telecare Information Framework for Scotland

Current Operations: BR24 has experienced significant growth since its creation in 1988. Currently, we monitor roughly 18,000 customers via TEC monitoring and 29,000 through out of services across 28 health boards in Scotland. Our services extend beyond Bield tenants to local authorities, housing associations, and commercial organisations. Our ambition includes developing innovative TEC services for proactive and preventative telecare.

Partnership Opportunity: We seek a collaborative partner to revolutionise telecare delivery, enhancing reactive models and incorporating proactive and preventative approaches. The partner should be capable of integrating with new technology and services, driving innovation in telecare solutions.

Information Sought: We invite interested companies and consortia to discuss potential solutions that align with our objectives. In particular, we are interested in:

Comprehensive details of the offered platform, including basic components and additional software capabilities.

The supplier's approach to supporting BR24's current delivery of services and future ambitions.

Innovative solutions for transforming BR24 operations.

Available resources for driving further innovation in telecare

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support

- 72268000 - Software supply services
- 48814000 - Medical information systems
- 79512000 - Call centre
- 33195000 - Patient-monitoring system
- 33195200 - Central monitoring station
- 75122000 - Administrative healthcare services
- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85144000 - Residential health facilities services
- 85323000 - Community health services
- 35121700 - Alarm systems
- 31625200 - Fire-alarm systems

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

NUTS codes

- UKM75 - Edinburgh, City of

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

We will be going through an above GPA threshold open tender process. We seek a collaborative partner to revolutionise telecare delivery, enhancing reactive models and incorporating proactive and preventative approaches. The partner should be capable of integrating with new technology and services, driving innovation in telecare solutions.

### **II.3) Estimated date of publication of contract notice**

7 June 2024

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

---

## **Section VI. Complementary information**

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=759325](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759325).

(SC Ref:759325)