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Planning

## **Provision of a range of telecare and community alarm services**

London Borough of Waltham Forest

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-006995

Procurement identifier (OCID): ocds-h6vhtk-02a2c4

Published 6 April 2021, 1:27pm

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

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

London Borough of Waltham Forest

Room 100, Waltham Forest Town Hall, Forest Road

Walthamstow

E17 4JF

#### **Contact**

Ms Georgina Asumadu

#### **Email**

[Georgina.Asumadu@walthamforest.gov.uk](mailto:Georgina.Asumadu@walthamforest.gov.uk)

#### **Telephone**

+44 2084963000

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

Other activity

Telecare alarm - social environment

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**Section II: Object**

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

**II.1.1) Title**

Provision of a range of telecare and community alarm services

Reference number

DN536271

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

- 85000000 - Health and social work services

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

Services

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

Procurement Notice for Expressions of Interest

London Borough of Waltham Forest are seeking to determine market options for the provision of a range of telecare and community alarm services. We are also seeking to determine the market capacity for telehealth options.

Providers from across the market are invited to submit details on what they are able to provide in this sector. The range of services that we are reviewing are as follows:

Required Services (1)

- 24 hour Alarm and telecare monitoring
- Provision and deployment of emergency responders to avoid emergency service call-outs

Optional elements (1)

- Alarm and telecare equipment installation and repair
- Service user training and support on the use of alarms and telecare equipment
- Assessment of service users, and effective determination of alarm and telecare equipment needs as a result of that assessment
- The capacity to distinguish an alert due to someone locked out of their home vs other reasons for an alert being raised, and the ability to respond to lockouts in a cost effective and appropriate manner

Providers are also asked to indicate what experience and capacity they have for transitioning telecare and alarm services from an analogue to a digital platform, including retrofitting equipment for existing service users that are currently on an analogue system

Providers are asked to indicate over what timeframe they would be confident that they

could mobile a service and transition 1500 service users onto that service with an estimated 50% of service users having a community alarm only, and 50% having both an alarm and some form of telecare.

#### Required Services (2)

- The Council and the CCG are jointly investigating options for remote monitoring of vital signs for individuals in the community with chronic respiratory needs. We are seeking to understand the availability of digital wearable solutions and other automated devices that can achieve the following:

- o Measurement of key vital signs including blood oxygen levels, pulse, blood pressure and weight

- o Have the capacity to automatically transmit results to a remote monitoring system, with either minimal or zero service user intervention

- o Capacity for home installation, and solutions for homes that are not digitally enabled, such as lack of broadband

- o Ability to interact with Community NHS information systems (Rio)

#### Optional elements (2)

- The potential to incorporate additional solutions for other care related key measurables such as falls, sleep monitoring and the capacity for integration with social engagement and social interaction devices

- Ability to interact with primary care information systems (EMIS and System One)

Broadly, the Council is keen to understand market options for Telehealth solutions that have the capacity to integrate with telecare in order to provide seamless and comprehensive assistive technology solutions to an individual's health and social care needs

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

This contract is divided into lots: No

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

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

- 85000000 - Health and social work services

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

NUTS codes

- UK - United Kingdom

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

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Optional elements (1)

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Providers are also asked to indicate what experience and capacity they have for transitioning telecare and alarm services from an analogue to a digital platform, including retrofitting equipment for existing service users that are currently on an analogue system

Providers are asked to indicate over what timeframe they would be confident that they could migrate a service and transition 1500 service users onto that service with an

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#### Required Services (2)

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Broadly, the Council is keen to understand market options for Telehealth solutions that have the capacity to integrate with telecare in order to provide seamless and comprehensive assistive technology solutions to an individual's health and social care needs

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

31 December 2021

## **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: No