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Planning

Sheltered / Group Housing: Analogue to Digital Migration of Scheme Telecare Alarm Equipment

Caerphilly County Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010805

Procurement identifier (OCID): ocds-h6vhtk-04f7a7

Published 24 March 2025, 9:03am

Scope

Reference

PWHP-2369-JPYL

Description

Caerphilly County Borough Council's (CCBC) Older Persons Housing Department are undertaking preliminary market engagement and seeking expressions of interest (EOI) from suitable providers, for the provision of solutions to support the migration of its sheltered / group housing telecare alarm systems from the existing analogue hard-wired equipment to a system capable of communicating digitally with our Digital SaaS based Alarm Receiving Centre (ARC), which is the Enovation UMO platform.

It is anticipated that this provision could be made up of either, or a combination of, the following.

Option 1) An adapter or bridging system, that supports the existing telecare alarm system infrastructure and functionality to remain in place.

Option 2) Whole system replacement for a system that supports hardwired, wireless or dispersed alarm connections.

The solution should be capable of

- Delivering calls to an onsite handset when the scheme manager is onsite
- Delivering calls to CCBC's UMO ARC using compatible digital protocols, securely.
- Enabling the ARC to call in to individual connections in the scheme.
- Supporting calls from communal areas including
 - o Door entry systems, including voice contact with callers, and remote release functionality.
 - o Door open alerts
 - o Fire Panels
- Supporting calls from a range of peripherals within residents' homes including, but limited to
 - o Pendants
 - o Third party smoke alarms
 - o Third party CO detectors.

The contract values and contracts dates are indicative at this stage and will be confirmed at the time of tender together with full details of the tender specification following the preliminary engagement.

The purpose of the preliminary market engagement is to advise and engage with the market prior to going to tender.

Providers wishing to take part in the preliminary market engagement are to access the EOI from Proactis, complete and return by attaching to the project in Proactis and submitting.

To access the expression of interest document, providers must log into the Councils e tendering system - Proactis Plaza as per the link below:

<https://supplierlive.proactisp2p.com/Account/Login>

Once registered (if not already registered on the system) go to "Opportunities" and search "RQST14439" or "Sheltered / Group Housing: Analogue to Digital Migration of Scheme Telecare Alarm Equipment"

Complete the expression of interest form and attach appropriate question in the project. The expression of interest must be submitted no later than 12 Noon Friday 11 April 2025 via Proacts Portal. The Council will not accept expression of interests via any other mechanism.

Following the preliminary market engagement which may involve a supplier event, the Council will decide the route to market - an open competitive tendering process or utilising a compliant framework.

The issue of the Preliminary Market Engagement does not commit the Council to commence a procurement process.

Total value (estimated)

- £300,000 excluding VAT
- £400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Main procurement category

Services

CPV classifications

- 30200000 - Computer equipment and supplies
- 45314000 - Installation of telecommunications equipment
- 44316400 - Hardware
- 64200000 - Telecommunications services
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64000000 - Postal and telecommunications services
- 79710000 - Security services
- 50000000 - Repair and maintenance services

Contract locations

- UKL16 - Gwent Valleys

Engagement

Engagement deadline

31 May 2025

Engagement process description

Caerphilly County Borough Council's (CCBC) Older Persons Housing Department are undertaking preliminary market engagement and seeking expressions of interest (EOI) from suitable providers, for the provision of solutions to support the migration of its sheltered / group housing telecare alarm systems from the existing analogue hard-wired equipment to a system capable of communicating digitally with our Digital SaaS based Alarm Receiving Centre (ARC), which is the Enovation UMO platform.

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Submission

Publication date of tender notice (estimated)

2 June 2025

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

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Hengoed

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United Kingdom

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Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales