

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011706-2021>

Planning

## **Call Monitoring of Teleheath Alarm Systems**

The Guinness Partnership Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-011706

Procurement identifier (OCID): ocds-h6vhtk-02b52c

Published 26 May 2021, 11:57am

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

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

The Guinness Partnership Ltd

Bower House, 1 Stable Street

Oldham

OL9 7LH

#### **Contact**

Procurement

#### **Email**

[procurement@guinness.org.uk](mailto:procurement@guinness.org.uk)

#### **Telephone**

+44 3031231890

#### **Country**

United Kingdom

**NUTS code**

UKD - North West (England)

**Internet address(es)**

Main address

<http://www.guinnesspartnership.com/>

Buyer's address

<http://www.guinnesspartnership.com/>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545>

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

---

## **Section II: Object**

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

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

Call Monitoring of Teleheath Alarm Systems

Reference number

DN546595

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

- 79512000 - Call centre

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

Services

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

Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service.

As a precursor to commencing a procurement process we are issuing this Prior Information Notice (PIN) as a soft market testing exercise to enable Guinness to gain a better understanding of the providers in the market, their capability and capacity and their views on our outline approach. It is not mandatory to respond and equally, information submitted will not be evaluated or count towards the future tender process.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKC - North East (England)

- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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

Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service.

Guinness have 6,700 customers across 181 housing for older people schemes that have a telehealth alarm system. We have a range of different analogue systems and due to the impending transition from analogue infrastructure to digital, we have recently tendered for a digital system to replace the old analogue systems. The chosen product was the Appello Smart Living Solution and the upgrade program has started and is anticipated to be completed by March 2022. At the time of publishing we currently have 9,081 connections on an analogue system and 2,067 connections on a digital system.

Responses to the market engagement exercise should be submitted via the address stated in I.3 of this notice by 12 noon on Friday 18th June.

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

6 September 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: Yes