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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

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