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Planning

## **Telecare and Out of Hours Call Monitoring Service**

Flintshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-014773

Procurement identifier (OCID): ocds-h6vhtk-04582d

Published 9 May 2024, 9:07am

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

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

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

#### **Email**

[procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk)

#### **Telephone**

+44 1352701814

#### **Country**

United Kingdom

## **NUTS code**

UKL23 - Flintshire and Wrexham

## **Internet address(es)**

Main address

<https://www.flintshire.gov.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0419](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419)

## **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**

Housing and community amenities

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## **Section II: Object**

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

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

Telecare and Out of Hours Call Monitoring Service

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

- 64200000 - Telecommunications services

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

Services

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

Flintshire County Council is looking to engage with the market for:

A bilingual (Welsh and English) out of hours telephone call handling service when the Council is closed between 17:00-08:30 Monday to Friday and at weekends and bank holidays. During 2023-24 there were 5,137 telephone calls offered to the out of hours service, 428 on average each month.

A Welsh telephone call handling / message taking service for non-Welsh speaking employees during normal office hours between 08:30-17:00 Monday to Friday.

A bilingual (Welsh and English) 24 hours Carelink alarm monitoring service (prospective suppliers must be able to receive digital calls in readiness for the digital switch over to be completed by the end of 2025 and to remotely transfer all existing Carelink alarm lines to their systems). Flintshire currently has 2,592 hardwired sheltered accommodation connections and 2,237 dispersed alarms in private home connections with a total of 20,000 alarm activations in 2023-24.

The Council has a contract with a third-party supplier until 31 March 2025.

The Council are intent on providing high quality bilingual services to customers and if you are able to provide this service, please email a brief summary of your service to [procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk) by Tuesday 21st May 2024. The Council will look to invite suppliers to demonstrate at a later date which is anticipated to be week commencing 3rd June 2024.

Note: We are only seeking engagement with suppliers who can already provide bilingual out of hours telephone call handling services and a 24 hours Carelink alarm monitoring. We are not looking to establish a development relationship with suppliers.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79711000 - Alarm-monitoring services
- 85320000 - Social services

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

NUTS codes

- UK - United Kingdom

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

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

1 May 2025

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## **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

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## **Section VI. Complementary information**

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=141286](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=141286).

(WA Ref:141286)