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Planning

## **Call Monitoring Platform - Early Market Engagement Exercise**

Delta Wellbeing Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-016215

Procurement identifier (OCID): ocds-h6vhtk-0345fc

Published 14 June 2022, 9:59am

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

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

Delta Wellbeing Ltd

Unit 2 Heol Aur, Dafen Industrial Estate

Llanelli

SA14 8QN

#### **Contact**

Chris Davies

#### **Email**

[chddavies@carmarthenshire.gov.uk](mailto:chddavies@carmarthenshire.gov.uk)

#### **Telephone**

+44 1267246239

**Country**

United Kingdom

**NUTS code**

UKL14 - South West Wales

**Internet address(es)**

Main address

<https://www.deltawellbeing.org.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0281](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0281)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Call Monitoring Platform - Early Market Engagement Exercise

**II.1.2) Main CPV code**

- 48814000 - Medical information systems

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

Supplies

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

Llesiant Delta Wellbeing is a Local Authority Trading Company (LATC) wholly owned by Carmarthenshire County Council. In June 2018, the company was formed from a well-established Local Authority TEC service and since then the company has grown substantially and has increased its contracts across Wales, currently monitoring almost 40,000 clients via its TEC monitoring platform as well as calls from other local authority out of hours services and outbound calls.

At present, Llesiant Delta Wellbeing uses a TEC monitoring platform as part of its work with Health and Social Care Services and would like to understand what other platform options are available.

Any potential platforms would need to be able to allow Delta to continue to expand its work with Health and Social Care Teams and continue to expand and stretch the services that is has in place whilst taking advantage of the very best that Technology Enabled Care has to offer now, and in the months and years to come.

Llesiant Delta Wellbeing are looking for a partner to work with to ensure that its platform now and in the future, as the digital switch is completed across the UK, is the best product for Delta allowing Delta to continue to grow and be able to easily integrate new digital products and system into its platform.

### **II.1.5) Estimated total value**

Value excluding VAT: £500,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79512000 - Call centre
- 48814000 - Medical information systems

- 33195000 - Patient-monitoring system
- 33195200 - Central monitoring station
- 75122000 - Administrative healthcare services
- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85144000 - Residential health facilities services
- 85323000 - Community health services

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

NUTS codes

- UKL14 - South West Wales

Main site or place of performance

Carmarthenshire

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

Llesiant Delta Wellbeing Ltd is an ambitious, young and agile company working across multiple disciplines within health and social care services. Formed as a Local Authority Trading Company (LATC), wholly owned by Carmarthenshire County Council in June 2018, having historically been a well-established in-house Local Authority TEC service. Over the last 4 years the company has grown substantially and increased its contracts and scope across Wales. It currently monitors almost 40,000 clients via its TEC monitoring platform, at two sites in Carmarthenshire serving almost half of all TEC alarm customers across Wales. Delta also offer a range of out of hours, ancillary and disaster recovery services for 12 local authorities, a wide range of housing associations and a range of commercial organisations.

The Company is highly integrated across the local and national health & social care sector and has strong, ambitious partnerships in place to deliver new innovative TEC services across County, Region and nationally. As well as traditional technology enabled care, Delta Wellbeing continues to use new innovative TEC in health and social care technologies to support patients leaving acute settings as well as in the community. Other partnerships sees Delta Wellbeing integrated into services that bring businesses and academia together and carry out research to see technology enabled care move further into mainstream care with advanced cutting edge technologies.

Recent projects have seen Delta Wellbeing deliver new patient monitoring services within

the health board and introduce new response services across three counties that bolster services in those areas. The Company is on the cusp of delivering multiple new projects in the coming year meaning that Delta Wellbeing must ensure that its service and infrastructure are able to integrate new technologies and systems as well as allow as much integration with other health and social care systems as possible.

Carmarthenshire is the home of Pentre Awel, an ambitious 200m GBP project, which brings together life science and business innovation, research and academia to transform health and wellbeing. The project demonstrates the significance Carmarthenshire County Council (owners of Delta Wellbeing) are placing on being at the absolute cutting edge of the TEC industry.

Delta wellbeing is looking for a partner that it can work with to transform the way that health and social care is delivered with a focus on Technology Enabled Care across Wales, whilst also working closely with new suppliers of technology and new technology services.

Interested companies and consortia who can offer an integrated and interoperable digital monitoring solutions well as a true partnership that will allow Delta Wellbeing and its key stakeholders to achieve and exceed its current ambitions, should email [Paul.faulkner@deltawellbeing.org.uk](mailto:Paul.faulkner@deltawellbeing.org.uk) for further discussions.

In particular Delta Wellbeing would like to understand:

- What platform the suppliers could offer including all of its basic components and what additional software such as stock management can be offered.
- How the supplier would work with Delta Wellbeing to ensure that it achieves and exceeds its ambition in the coming years.
- What potential solutions the supplier would use that could transform the way that Delta operates
- What resources the supplier has that could be made available to Delta Wellbeing to drive further innovation.

Please note that Delta Wellbeing welcomes interest from single suppliers as well as joint bids and consortia.

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

18 July 2022

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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**

The attached questionnaire is divided into topic areas and consists of multiple choice questions and free text areas where you can provide more qualitative or detailed responses.

The questions contained in the questionnaire may not be applicable to all, so please complete as far as you are able and feel free to attach additional information, including the question reference, if this is easier.

The information and views you provide will be considered by Llesiant Delta Wellbeing, however Delta reserves the final right to follow what we consider to be the most appropriate approach to the market. Having considered all representations Delta reserves the right to package the requirement in such a way as to offer the most cost effective, sustainable solution.

Submissions received will not be scored and do NOT form part of an evaluation process.

Expressions of interest and completed questionnaires for the early market engagement are to be returned to the following mailbox/email address no later than 5pm (BST) on Friday 15th July 2022:-

[crcorporateprocurement@carmarthenshire.gov.uk](mailto:crcorporateprocurement@carmarthenshire.gov.uk)

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=121384](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=121384).

(WA Ref:121384)