

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016820-2021>

Planning

## **Aberdeenshire Council A2D migration of Telecare - Community Alarms Supply - Grouped Living Solutions - Alarm Monitoring Service**

Aberdeenshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-016820

Procurement identifier (OCID): ocds-h6vhtk-02c926

Published 16 July 2021, 4:04pm

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

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

Aberdeenshire Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

#### **Contact**

Keith McGilvray

#### **Email**

[keith.mcgilvray@aberdeenshire.gov.uk](mailto:keith.mcgilvray@aberdeenshire.gov.uk)

#### **Telephone**

+44 1467469529

**Country**

United Kingdom

**NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

**Internet address(es)**

Main address

<http://www.aberdeenshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00232](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00232)

**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

---

## **Section II: Object**

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

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

Aberdeenshire Council A2D migration of Telecare - Community Alarms Supply - Grouped Living Solutions - Alarm Monitoring Service

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

- 98000000 - Other community, social and personal services

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

Services

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

Telecare service provision in Scotland is transforming. As early as 2023, it will no longer be possible for citizens to purchase an analogue phone service. This will have a major impact on Aberdeenshire Council's delivery of telecare services to citizens with Community alarms and within Sheltered Housing complexes. Action needs to be taken now to prepare the service for this change. Aberdeenshire currently provides telecare services to over 6000 citizens ranging from basic alarms to more complex packages designed to meet multiple complex needs.

The aim of the pre-market engagement is to better understand suppliers' digital in-home Community Alarm and telecare equipment offerings, Grouped Living solutions (Sheltered Housing) and for them to provide assurance and confidence that they can effectively deliver across the council's geographically diverse area.

Suppliers' equipment should have multiple connection methods such as analogue, ethernet and GSM, where remote switching between formats can be delivered, interoperability with other manufacturers peripherals would be advantageous.

Suppliers' equipment will be required to use the following digital protocols SCAIP or TS50134-9 (Cenelec) with devices being compatible and interoperable with the digital Alarm Receiving Centre (ARC) technology platform which is yet to be confirmed.

The supplier's equipment requires to operate within both an urban and rural setting where the quality and level of internet connectivity may vary.

We are also looking at market options for the delivery of a digital monitoring and response

service for our Community Alarm and Sheltered Housing users, with the ARC making decisions on who to call to respond to incidents e.g., fire service, ambulance. The response service should be available to all service users on a 24 hour a day, 365 day a year basis.

Interested parties wishing to supply devices/services please make contact so we can discuss options and the costs involved.

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

This contract is divided into lots: Yes

## **II.2) Description**

### **II.2.1) Title**

Supply of Community Alarms

Lot No

1

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

- 33196100 - Devices for the elderly
- 98000000 - Other community, social and personal services
- 33195200 - Central monitoring station
- 33196200 - Devices for the disabled
- 35125100 - Sensors
- 85000000 - Health and social work services

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

For Community Alarm providers please provide information regarding the following:

1. Please specify your devices connection options i.e., GSM, ethernet, analogue or a combination of these options.
2. For Community Alarms connecting by GSM, please specify if the SIM is provided with the alarm, and whether it uses 2G, 3G or 4G mobile.
3. Please specify the failover capability of your alarm device i.e., analogue to GSM, ethernet to GSM and if this is automated.
4. Please specify the battery backup time in case of a power failure.
5. Please specify your alarm's compatibility with other supplier's alarm receiving software.
6. Please specify your alarms interoperability with other supplier's peripherals such as pendants.
7. Please specify the protocols your digital equipment makes use of i.e., SCAIP, TS50134-9 (Cenelec), NowIP (for grouped living solutions).
8. Do you provide a maintenance service for your devices/solutions if so, what are the response times?
9. What is the lead time for supply of your devices?

#### **II.2.14) Additional information**

Please email your response to [keith.mcgilvray@aberdeenshire.gov.uk](mailto:keith.mcgilvray@aberdeenshire.gov.uk)

## **II.2) Description**

### **II.2.1) Title**

Alarm Monitoring Service

Lot No

3

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

- 33195200 - Central monitoring station

- 79711000 - Alarm-monitoring services

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

For digital monitoring and response service providers please provide information regarding the following:

1. Please specify how you deliver the service i.e., Cloud based.
2. Does your service operate on a 24/7/365 days a year basis?
3. What is your decision-making process for responding to calls and escalating calls to emergency services?
4. What is the failover/redundancy setup for your service?
5. Please specify your ARC's interoperability with other manufacturers devices.

### **II.2.14) Additional information**

Please email your response to [keith.mcgilvray@aberdeenshire.gov.uk](mailto:keith.mcgilvray@aberdeenshire.gov.uk)

## **II.2) Description**

### **II.2.1) Title**

Group Living Solutions

Lot No

2

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

- 85000000 - Health and social work services

- 85144000 - Residential health facilities services
- 85323000 - Community health services

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

For Grouped Living solution providers please provide information regarding the following:

1. Is your solution compatible with other manufactures devices/software?
2. Does your solution support video, Wi-Fi?
3. Please specify how you would roll out an alarm and monitoring service to Sheltered Housing Complexes.

### **II.2.14) Additional information**

Please email your response to [keith.mcgilvray@aberdeenshire.gov.uk](mailto:keith.mcgilvray@aberdeenshire.gov.uk)

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

1 March 2022

---

## **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: No

---

## **Section VI. Complementary information**

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

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

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=660748](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=660748).

(SC Ref:660748)