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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): ocids-h6vhtk-02c926

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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

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

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.mcgilvrav@aberdeenshire.gov.uk

II.2) Description

II.2.1) Title

Alarm Monitoring Service

Lot No

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

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

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.

(SC Ref:660748)