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Not applicable

Assistive Technological Solution

Hartlepool Borough Council

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-019020

Procurement identifier (OCID): ocds-h6vhtk-0350f5

Published 12 July 2022, 11:35am

Section I: Contracting authority/entity

I.1) Name and addresses

Hartlepool Borough Council

Civic Centre, Victoria Road

Hartlepool

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Contact

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Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Assistive Technological Solution

Reference number

DN616974

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is seeking submissions from suitably skilled and experienced organisations to work in partnership to design and build a service to provide assistive technological solutions

to support people to maintain their independence in the community and contribute to the prevention of admissions to hospital and into long term residential and nursing care.

The service must

- provide an immediate personal response service - 24hours a day, 7 days a week including bank holidays

- be accredited with the Telecare Service Association (TSA) and respond to all calls in adherence with guidelines set by the TSA.

- triage referrals which require a visit from HBC Direct Care & Support

- ensure timely installation of reliable equipment following receipt of referral

- provide prompt diagnosis of faulty equipment and either replace or repair within 24 hours.

- ensure the system, and all ancillary equipment such as pendants and sensors are tested initially on installation and again at review

- monitor utilisation

- identify trends for service development and be responsive to changing landscape in technological solutions

- identify solutions for individual recipients

- complete full migration within 12 months of commencement of the contract

The initial contract term is 6 years with options to extend for a further 4 years subject to satisfactory performance and continued demand for the service.

The full requirements associated with the provision of the service will be given within the tender documents.

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.7

Instead of

Date

29 July 2022

Local time

2:00pm

Read

Date

26 August 2022

Local time

2:00pm