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Planning

TeleCare Call Monitoring and Out-of-Hours Emergency Answering Service

London Borough of Hillingdon

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-020674

Procurement identifier (OCID): ocds-h6vhtk-035711

Published 28 July 2022, 3:57pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hillingdon

London

Hillingdon

London

Contact

Michelle Kenyon

Email

MKenyon@Hillingdon.Gov.UK

Country

United Kingdom

NUTS code

UKI74 - Harrow and Hillingdon

Internet address(es)

Main address

www.hillingdon.gov.uk

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**

TeleCare Call Monitoring and Out-of-Hours Emergency Answering Service

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Hillingdon intends to tender the services for it's TeleCare Call Monitoring and Out-of-Hours Emergency Answering Services in early September 2022.

The contract duration for the services will be for a three year contract with the option to

extend for a further two plus two years.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 1

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The tender will comprise of three individual Lot's where tenderers will have the opportunity to bid for any Lot:

Lot 1 - TeleCare Call Monitoring Service

Lot 2 - Out of Hours Emergency Answering Service

Lot 3 - Both Services

II.2) Description

II.2.1) Title

TeleCare Call Monitoring

Lot No

1

II.2.2) Additional CPV code(s)

- 79511000 - Telephone operator services
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

TeleCare is a service that enables people, especially older and more vulnerable individuals, to live independently and securely in their own home. It includes services that incorporate personal and environmental sensors in the home and remotely, that enable people to remain safe and independent in their own home for longer. Twenty- four hour monitoring ensures that should an event occur, the information is acted upon immediately and the most appropriate response put in place.

The London Borough of Hillingdon are seeking a supplier to provide the continuation of a 24 hour telephone support line for Hillingdon elderly residents which answers calls in accordance with standards set out in the TSA Telecare Code of Practice 2013.

II.2.14) Additional information

The tender documents will be published via the Council's tendering portal www.capitalesourcing.com

II.2) Description

II.2.1) Title

Out-of-Hours Emergency Answering Service

Lot No

2

II.2.2) Additional CPV code(s)

- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The London Borough of Hillingdon are seeking a supplier for the continuation of service to respond to requests for emergency support Monday to Thursday 17:00pm to 08:00am and from 17:00pm on a Friday to 08:00am Monday plus Bank Holidays and any additional days as required up to a maximum of 9 days. Calls may be received for any Council Services.

II.2.14) Additional information

The tender documents will be published via the Council's tendering portal
www.capitalesourcing.com

II.2) Description

II.2.1) Title

TeleCare Monitoring and Out-of-Hours Emergency Service

Lot No

3

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 85320000 - Social services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

This Lot will comprise of both the TeleCare Call Monitoring and Out-of-Hours Emergency Answering Services.

II.2.14) Additional information

The tender documents will be published via the Council's tendering portal
www.capitalesourcing.com

II.3) Estimated date of publication of contract notice

5 September 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

All tender documents will be available to view and download on the Council's tendering portal www.capitalesourcing.com. Tenderers will need to register before accessing the documents via the website.