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Planning

Telecare Alarm Receiving Software Package Specification for Call Centre Procurement

North Hertfordshire District Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-025417

Procurement identifier (OCID): ocids-h6vhtk-03f7e5

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Section I: Contracting authority

I.1) Name and addresses

North Hertfordshire District Council

Council Offices, Gernon Road

Letchworth Garden City

SG6 3JF

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Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.north-herts.gov.uk

Buyer's address

<http://www.supplyhertfordshire.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 Alarm Receiving Software Package Specification for Call Centre Procurement

Reference number

NH542824689

II.1.2) Main CPV code

- 48511000 - Desktop communications software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

North Hertfordshire District Council is seeking to update its current telecare calls handling platform by August 2025. The Council is engaging the market to assist in the formulation of a strategy for the procurement of a platform based on the preliminary specification. We would value the input of providers in answering the questions in our questionnaire so that we can gain the most up to date understanding of the market.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48511000 - Desktop communications software package
- 32524000 - Telecommunications system
- 64215000 - IP telephone services
- 32510000 - Wireless telecommunications system

- 32570000 - Communications equipment
- 32573000 - Communications control system
- 32522000 - Telecommunications equipment
- 32571000 - Communications infrastructure
- 64227000 - Integrated telecommunications services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

-The telecare alarm receiving software package should possess the following key functionalities-Alarm Monitoring and Management:a) Real-time monitoring of incoming telecare alarms and calls.b) Realtime voice recording and playback of both inbound and outbound calls.c) Calls handling of both inbound and outbound calls.d) Efficient routing and distribution of alarms to call centre operators.e) Comprehensive alarm management features, including prioritization, escalation, and resolution tracking.f) Integration with existing telecare hardware and systems.Caller Identification and Information:a) Caller identification and verification mechanisms to ensure accurate and secure handling of alarms.Display of relevant caller information, including name, address, contact details, and medical history (if available).a) Capability to update and maintain caller information in a centralized database.8) Communication and Collaboration:a) Seamless communication between call centre operators and telecare users.b) Two-way voice communication with callers.c) The system should process calls protocols from both analogue and digital alarms including BS8521, Tunstall Telecom Legacy Protocols, CPC, TS50134, SCAIP and Now-IPd) Compliance with the relevant sections of BSI EN 50518_2019_A1_2023 Monitoring and Alarm Receiving Centree) The system should be an open platform processing signals from a wide range of manufacturers including but not limited to Chubb, Chiptech, Doro, LeGrand, Tunstall, Vivagof) Integration with multiple communication channels, such as telephone, VoIP, text messaging & MS Teams.g) Collaboration tools for operators to share information, record notes, and coordinate response efforts.Incident Reporting and Analytics:a) Generation of detailed incident reports, including alarm details, response times, and outcomes.b) Statistical analysis and reporting features to identify trends and patterns in alarm incidents.c) Customizable reporting options to meet the specific needs of the call centre.System Administration and Integration:a) User management capabilities for assigning roles, permissions, and access levels.b) Integration with existing call centre infrastructure and systems, such as CRM and database management.c) Secure data transmission and

storage, compliant with relevant data protection regulations.d) Comprehensive bulk data deletion applications by search criteria

Technical Requirements:

- a) The telecare alarm receiving software package should adhere to the following technical specifications
- Compatibility:**
 - a) Support for the call centre's operating system(s), including compatibility with Windows, macOS, and Linux.
 - b) Compatibility with commonly used web browsers (e.g., Chrome, Firefox, Safari).
- Scalability and Performance:**
 - a) Ability to handle a high volume of simultaneous alarms and calls without compromising performance.
 - b) Scalability to accommodate future growth and increased call centre capacity.
- Reliability and Redundancy:**
 - a) Robustness to handle system failures, with provisions for backup and disaster recovery.
 - b) Redundancy options to ensure continuous operation in the event of server or network outages.
- Security:**
 - a) Implementation of industry-standard security measures to protect sensitive caller information.
 - b) Secure authentication and access controls for call centre operators.
 - c) Compliance with relevant security standards, such as ISO 27001.
- Implementation and Support:**
 - a) **Deployment:** Detailed project plan as regards to switching from incumbent platform to new.
 - b) Clear documentation and guidance for system installation and configuration.
 - c) Minimal disruption to call centre operations during the implementation phase.
- Training and Support:**
 - a) Comprehensive training materials and resources for call centre operators and administrators.
 - b) Ongoing technical support and maintenance services, incl. bug fixes and software updates.
 - c) SLA response times and issue resolution

II.3) Estimated date of publication of contract notice

1 January 2024

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

North Hertfordshire District Council uses an E-Tendering system (In-Tend). Questionnaires must be obtained and returned through the Supply Hertfordshire Portal at the following website: <http://www.supplyhertfordshire.uk/You> must be registered on this website to respond. If you are already registered you will not need to register again, simply use your existing username and password. Please note that there is a password reminder link on the homepage. Please ensure that you follow any instruction provided to you here. If you experience any technical difficulties please contact the Intend Helpdesk on 0845 557 8079 or by email support@in-tend.com Completed Questionnaires must be in either a Microsoft Word or PDF format and be uploaded to the Intend E-tendering system. The Council will consider the feedback received to help inform the Council's options and further decision making. For the avoidance of doubt, this stage of the project is not part of a formal procurement process, and the Council is not committing, at this stage, to carrying out such a process. Participation or non-participation in the PPME shall neither prevent any supplier from participating in any potential future procurement, nor is it intended that any information supplied as part of the PPME shall place any supplier at an advantage in a potential procurement process. Participation in the PPME will be at each organisation's own cost. No expense in responding to this PPME will be reimbursed by the Council.