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Not applicable

Stoke on Trent City Council - Telecare Services Notice

STOKE-ON-TRENT CITY COUNCIL

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-040374

Procurement identifier (OCID): ocds-h6vhtk-04b6e7

Published 16 December 2024, 9:23am

Section I: Contracting authority/entity

I.1) Name and addresses

STOKE-ON-TRENT CITY COUNCIL

Civic Centre

STOKE-ON-TRENT

ST41HH

Contact

Christopher Conway

Email

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Telephone

+44 7468538321

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.stoke.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Stoke on Trent City Council - Telecare Services Notice

II.1.2) Main CPV code

- 32000000 - Radio, television, communication, telecommunication and related equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

Stoke on Trent City Council currently provides an in-house Telecare Service offer, renowned for its gold standard across all elements. The Telecare Service provides assistive technology services to self-funders in the Stoke-on-Trent and immediate-surrounding area, and to adult social care clients in Stoke-on-Trent. The service includes:

- Assessment of telecare equipment requirements,
- Purchase, provision, maintenance and recycling of relevant equipment,
- monitoring of activations, medical triage of emergency calls and taking actions to meet

people's requirements (using response service wherever safe to do so, rather than ambulance callout),

- 24/7 emergency response including attendance at the person's house, medical triage, taking vital signs, moving people from floor to bed/chair using lifting equipment and safe moving techniques and welfare visits.

Our internal service is currently supporting 4500 clients overall, each of whom have access to emergency response and 24/7 services.

The service operates to the following targets:

- Answering activations = 99% within 1 minute, 99.5% within 3 minutes. This does not include where calls are answered and put on hold.
- Emergency responses = 90% of responses within 45 minutes of alarm activation
- Installation = urgent installations within 2 working days, standard installations within 10 working days
- Digital-ready = all new installations will be digitally-equipped; all equipment and call handling infrastructure will be completely digital by 31 December 2025.

The council wishes to continue fulfilling its current services to the same high standard, though recognises the need to engage with the innovative providers within the market to better understand the wider offer which may be available in an ever-developing digital service area.

If you are interested in any further discussions regarding this notice please contact Alex.Dracup@stoke.gov.uk, with the reference 'Telecare Services Notice' where additional details can be discussed.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-037040](#)

Section VII. Changes

VII.1) Information to be changed or added

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

Section number

II.2.4

Read

Text

The opportunity to discuss this with Stoke on Trent has now ended - Thankyou for all those that have contacted us via the original notice.

VII.2) Other additional information

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