**Procurement Notice for Expressions of Interest**

**London Borough of Waltham Forest are seeking to determine market options for the provision of a range of telecare and community alarm services. We are also seeking to determine the market capacity for telehealth options.**

**Providers from across the market are invited to submit details on what they are able to provide in this sector. The range of services that we are reviewing are as follows:**

**Required Services (1)**

* 24 hour Alarm and telecare monitoring
* Provision and deployment of emergency responders to avoid emergency service call-outs

**Optional elements (1)**

* Alarm and telecare equipment installation and repair
* Service user training and support on the use of alarms and telecare equipment
* Assessment of service users, and effective determination of alarm and telecare equipment needs as a result of that assessment
* The capacity to distinguish an alert due to someone locked out of their home vs other reasons for an alert being raised, and the ability to respond to lockouts in a cost effective and appropriate manner

**Providers are also asked to indicate what experience and capacity they have for transitioning telecare and alarm services from an analogue to a digital platform, including retrofitting equipment for existing service users that are currently on an analogue system**

**Providers are asked to indicate over what timeframe they would be confident that they could mobile a service and transition 1500 service users onto that service with an estimated 50% of service users having a community alarm only, and 50% having both an alarm and some form of telecare.**

**Required Services (2)**

* The Council and the CCG are jointly investigating options for remote monitoring of vital signs for individuals in the community with chronic respiratory needs. We are seeking to understand the availability of digital wearable solutions and other automated devices that can achieve the following:
  + Measurement of key vital signs including blood oxygen levels, pulse, blood pressure and weight
  + Have the capacity to automatically transmit results to a remote monitoring system, with either minimal or zero service user intervention
  + Capacity for home installation, and solutions for homes that are not digitally enabled, such as lack of broadband
  + Ability to interact with Community NHS information systems (Rio)

**Optional elements (2)**

* The potential to incorporate additional solutions for other care related key measurables such as falls, sleep monitoring and the capacity for integration with social engagement and social interaction devices
* Ability to interact with primary care information systems (EMIS and System One)

**Broadly, the Council is keen to understand market options for Telehealth solutions that have the capacity to integrate with telecare in order to provide seamless and comprehensive assistive technology solutions to an individual’s health and social care needs**