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| **Cornwall Council – Telecare Platform Request for Information** |
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| Version 1.0 |
| Date: 17th June 2019 |

Introduction

Cornwall Councils’ Lifeline and Assisted Living Service is seeking to gain a better understanding of Alarm Receiving Centre solutions on the market and what potential suppliers can deliver to assist in the management of the Councils growing Technology Enabled Care requirements.

It is intended that the functional capabilities and indicative prices supplied will enable us to develop a business proposal. Any such proposal would be subject to the development and approval of a business case, and, as such, this exercise implies no commercial commitment. This is not a formal tender document.

The series of questions and areas of interest detailed below are designed to allow potential suppliers to highlight their solution features. Please respond to each question and return your response to us no later than 17:00, on Tuesday 23rd July 2019.

Solution Objectives Overview:

In developing the business proposal the Council needs to consider the benefits of the different functionality of potential solutions and their ability to meet our objectives. The following areas of functionality are considered highly desirable:

* A shared service hosted arrangement
* What functionality do you offer to simultaneously support existing analogue telecare alarms alongside next generation digital alarm technology on a single platform: concurrently supporting POTS, GSM and IP telecare, lone workers, security services, telehealth and M-care services within an integrated call environment.
* Do you provide support for a wide range of protocols including BS8521 / CPC / TT92 / NOWIP / SCAIP / mobile alarms / CLI support / live IP camera streams and the ability to program remotely / send commands across protocols, products, and manufacturers?
* What is your process for “plugging in” other equipment; do you support an open API for third party system integration and the facility to receive “push” alerts, for example via SMS.
* Does the solution offer an integrated Incident Management and Device Management System?
* What level of provision is provided for replication & disaster recovery?
* We are seeking an intuitive user interface that can be accessed from multiple locations, how do you provide flexibility within your solution?
* What tools do you have to support the installation and maintenance requirements of the service, and do you offer a comprehensive suite of both scheduled and customisable reporting tools
* What degree of project management support is available through the planning and implementation phase?
* System scalability and inclusive annual software upgrades

We therefore invite responses from suppliers able to meet the challenges we have identified.

General Information:

As part of your response please provide an overview and background of your organisation, for example: brief history, staff numbers/resources, turn-over.

Please provide an overview of the number of organisations currently using your solution broken down to indicate those across the UK and those Local Authorities.

Please indicate recent implementations (within the last 3 years). Please provide details of a suitable customer point of contact the Authority could contact to gain feedback of their experience of the implementation and use of your solution.

Procurement

Please indicate whether you are on any frameworks suitablly open to public bodies including Cornwall Council which could be utilised for the procurement tender exercise.

Indicative Pricing

Please provide indicative cost estimates for your solution broken down into the following areas:

**Core Solution**

* Hardware
* Software license/hosting/service cost (indicative 10,000 connections)
* Implementation cost
* 5 Year Support Cost

**Optional Modules**

* Software license/hosting/service cost
* Implementation cost
* 5 Year Support Cost

Implementation

Please indicate the typical project plan stages with timescales for implementation of your solution.

Data migration is a key activity – please indicate your process and experience with previous migrations citing reference sites where appropriate.

Please provide your response by no later than 23rd July 2019 via the Proactis etendering portal. Emails should be addressed to: [jgoostrey@cornwall.gov.uk](mailto:jgoostrey@cornwall.gov.uk)

**Jeff Goostrey**

**Senior Procurement Specialist**

Customer and Support services

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