

**Tender for the Assistive Technological Solutions**

**NEPO Portal ProContract Ref No: DN 616974**

The Council is seeking submissions from suitably skilled and experienced organisations to work in partnership to design and build a service to provide assistive technological solutions to support people to maintain their independence in the community and contribute to the prevention of admissions to hospital and into long term residential and nursing care.

The service must

* provide an immediate personal response service - 24hours a day, 7 days a week including bank holidays
* be accredited with the Telecare Service Association (TSA) and respond to all calls in adherence with guidelines set by the TSA.
* triage referrals which require a visit from HBC Direct Care & Support
* ensure timely installation of reliable equipment following receipt of referral
* provide prompt diagnosis of faulty equipment and either replace or repair within 24 hours.
* ensure the system, and all ancillary equipment such as pendants and sensors are tested initially on installation and again at review
* monitor utilisation
* identify trends for service development and be responsive to changing landscape in technological solutions
* identify solutions for individual recipients
* complete full migration within 12 months of commencement of the contract

The initial contract term is 6 years with options to extend for a further 4 years subject to satisfactory performance and continued demand for the service.

The full requirements associated with the provision of the service will be given within the tender documents.

Organisations wishing to register an interest and download the tender documentation, should apply via the NEPO Portal only.

[www.qtegov.com](http://www.qtegov.com)

All completed documentation must be returned via the NEPO Portal Only and by no later than **Friday, 29th July 2022 at 2pm**

For guidance notes on how to register onto the NEPO Portal please follow link below: -

<https://procontract.due-north.com/SupplierRegistration/Register>