

Contract Details

Ocid	ocds-h6vhtk-02b52c	
Id	011706-2021	
Date	2021-05-26T11:57:29+01:00	
Tag	0	planning
InitiationType	tender	

Tender

Id	DN546595					
LegalBasis	Id	32014L0024				
	Scheme	CELEX				
Title	Call Monitoring of Teleheath Alarm Systems					
Status	planned					
Classification	Scheme	CPV				
	Id	79512000				
	Description	Call centre				
MainProcurementCategory	services					
Description	<p>Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service. As a precursor to commencing a procurement process we are issuing this Prior Information Notice (PIN) as a soft market testing exercise to enable Guinness to gain a better understanding of the providers in the market, their capability and capacity and their views on our outline approach. It is not mandatory to respond and equally, information submitted will not be evaluated or count towards the future tender process.</p>					
Lots	0	<table border="1"> <tr> <td data-bbox="1018 1254 1193 1317">Id</td> <td data-bbox="1193 1254 1458 1317">1</td> </tr> <tr> <td data-bbox="1018 1317 1193 2240">Description</td> <td data-bbox="1193 1317 1458 2240"> <p>Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service. Guinness have 6,700 customers across 181 housing for older people schemes that have a</p> </td> </tr> </table>	Id	1	Description	<p>Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service. Guinness have 6,700 customers across 181 housing for older people schemes that have a</p>
Id		1				
Description	<p>Guinness is looking for a provider of an Alarm Receiving Centre (ARC) to deliver a 24/7/365 day service to monitor and answer alarm calls sent from the telecare systems in our homes for older people. We want a provider that has experience of monitoring telehealth alarm calls, across similar volumes and with experience of providing the appropriate response to reassure the customer and escalate as required to the appropriate emergency service. Guinness have 6,700 customers across 181 housing for older people schemes that have a</p>					

Parties	0	<table border="1"> <tr> <td>Name</td> <td colspan="2">The Guinness Partnership Ltd</td> </tr> <tr> <td>Id</td> <td colspan="2">GB-FTS-2771</td> </tr> <tr> <td>Identifier</td> <td> <table border="1"> <tr> <td>LegalName</td> <td>The Guinness Partnership Ltd</td> </tr> </table> </td> <td colspan="1"></td> </tr> <tr> <td>Address</td> <td> <table border="1"> <tr> <td>StreetAddress</td> <td>Bower House, 1 Stable Street</td> </tr> <tr> <td>Locality</td> <td>Oldham</td> </tr> <tr> <td>Region</td> <td>UKD</td> </tr> <tr> <td>PostalCode</td> <td>OL9 7LH</td> </tr> <tr> <td>CountryName</td> <td>United Kingdom</td> </tr> </table> </td> <td colspan="1"></td> </tr> <tr> <td>ContactPoint</td> <td> <table border="1"> <tr> <td>Name</td> <td>Procurement</td> </tr> <tr> <td>Telephone</td> <td>+44 3031231890</td> </tr> <tr> <td>Email</td> <td>procurement@guinness.org.uk</td> </tr> <tr> <td>Url</td> <td>https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545</td> </tr> </table> </td> <td colspan="1"></td> </tr> <tr> <td>Roles</td> <td> <table border="1"> <tr> <td>0</td> <td>buyer</td> </tr> </table> </td> <td colspan="1"></td> </tr> <tr> <td>Details</td> <td> <table border="1"> <tr> <td>Url</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>BuyerProfile</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>Classifications</td> <td> <table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table> </td> <td colspan="1"></td> </tr> </table> </td> </tr> </table>	Name	The Guinness Partnership Ltd		Id	GB-FTS-2771		Identifier	<table border="1"> <tr> <td>LegalName</td> <td>The Guinness Partnership Ltd</td> </tr> </table>	LegalName	The Guinness Partnership Ltd		Address	<table border="1"> <tr> <td>StreetAddress</td> <td>Bower House, 1 Stable Street</td> </tr> <tr> <td>Locality</td> <td>Oldham</td> </tr> <tr> <td>Region</td> <td>UKD</td> </tr> <tr> <td>PostalCode</td> <td>OL9 7LH</td> </tr> <tr> <td>CountryName</td> <td>United Kingdom</td> </tr> </table>	StreetAddress	Bower House, 1 Stable Street	Locality	Oldham	Region	UKD	PostalCode	OL9 7LH	CountryName	United Kingdom		ContactPoint	<table border="1"> <tr> <td>Name</td> <td>Procurement</td> </tr> <tr> <td>Telephone</td> <td>+44 3031231890</td> </tr> <tr> <td>Email</td> <td>procurement@guinness.org.uk</td> </tr> <tr> <td>Url</td> <td>https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545</td> </tr> </table>	Name	Procurement	Telephone	+44 3031231890	Email	procurement@guinness.org.uk	Url	https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545		Roles	<table border="1"> <tr> <td>0</td> <td>buyer</td> </tr> </table>	0	buyer		Details	<table border="1"> <tr> <td>Url</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>BuyerProfile</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>Classifications</td> <td> <table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table> </td> <td colspan="1"></td> </tr> </table>	Url	http://www.guinnesspartnership.com/		BuyerProfile	http://www.guinnesspartnership.com/		Classifications	<table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table>	0	<table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table>	Scheme	TED_CA_TYPE	Id	BODY_PUBLIC	Description	Body governed by public law	1	<table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table>	Scheme	COFOG	Id	06	Description	Housing and community amenities	
		Name	The Guinness Partnership Ltd																																																																		
Id	GB-FTS-2771																																																																				
Identifier	<table border="1"> <tr> <td>LegalName</td> <td>The Guinness Partnership Ltd</td> </tr> </table>	LegalName	The Guinness Partnership Ltd																																																																		
LegalName	The Guinness Partnership Ltd																																																																				
Address	<table border="1"> <tr> <td>StreetAddress</td> <td>Bower House, 1 Stable Street</td> </tr> <tr> <td>Locality</td> <td>Oldham</td> </tr> <tr> <td>Region</td> <td>UKD</td> </tr> <tr> <td>PostalCode</td> <td>OL9 7LH</td> </tr> <tr> <td>CountryName</td> <td>United Kingdom</td> </tr> </table>	StreetAddress	Bower House, 1 Stable Street	Locality	Oldham	Region	UKD	PostalCode	OL9 7LH	CountryName	United Kingdom																																																										
StreetAddress	Bower House, 1 Stable Street																																																																				
Locality	Oldham																																																																				
Region	UKD																																																																				
PostalCode	OL9 7LH																																																																				
CountryName	United Kingdom																																																																				
ContactPoint	<table border="1"> <tr> <td>Name</td> <td>Procurement</td> </tr> <tr> <td>Telephone</td> <td>+44 3031231890</td> </tr> <tr> <td>Email</td> <td>procurement@guinness.org.uk</td> </tr> <tr> <td>Url</td> <td>https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545</td> </tr> </table>	Name	Procurement	Telephone	+44 3031231890	Email	procurement@guinness.org.uk	Url	https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545																																																												
Name	Procurement																																																																				
Telephone	+44 3031231890																																																																				
Email	procurement@guinness.org.uk																																																																				
Url	https://procontract.due-north.com/Advert/Index?advertId=fd6276c5-0cbe-eb11-810c-005056b64545																																																																				
Roles	<table border="1"> <tr> <td>0</td> <td>buyer</td> </tr> </table>	0	buyer																																																																		
0	buyer																																																																				
Details	<table border="1"> <tr> <td>Url</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>BuyerProfile</td> <td colspan="2">http://www.guinnesspartnership.com/</td> </tr> <tr> <td>Classifications</td> <td> <table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table> </td> <td colspan="1"></td> </tr> </table>	Url	http://www.guinnesspartnership.com/		BuyerProfile	http://www.guinnesspartnership.com/		Classifications	<table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table>	0	<table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table>	Scheme	TED_CA_TYPE	Id	BODY_PUBLIC	Description	Body governed by public law	1	<table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table>	Scheme	COFOG	Id	06	Description	Housing and community amenities																																												
Url	http://www.guinnesspartnership.com/																																																																				
BuyerProfile	http://www.guinnesspartnership.com/																																																																				
Classifications	<table border="1"> <tr> <td>0</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table> </td> </tr> <tr> <td>1</td> <td> <table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table> </td> </tr> </table>	0	<table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table>	Scheme	TED_CA_TYPE	Id	BODY_PUBLIC	Description	Body governed by public law	1	<table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table>	Scheme	COFOG	Id	06	Description	Housing and community amenities																																																				
0	<table border="1"> <tr> <td>Scheme</td> <td>TED_CA_TYPE</td> </tr> <tr> <td>Id</td> <td>BODY_PUBLIC</td> </tr> <tr> <td>Description</td> <td>Body governed by public law</td> </tr> </table>	Scheme	TED_CA_TYPE	Id	BODY_PUBLIC	Description	Body governed by public law																																																														
Scheme	TED_CA_TYPE																																																																				
Id	BODY_PUBLIC																																																																				
Description	Body governed by public law																																																																				
1	<table border="1"> <tr> <td>Scheme</td> <td>COFOG</td> </tr> <tr> <td>Id</td> <td>06</td> </tr> <tr> <td>Description</td> <td>Housing and community amenities</td> </tr> </table>	Scheme	COFOG	Id	06	Description	Housing and community amenities																																																														
Scheme	COFOG																																																																				
Id	06																																																																				
Description	Housing and community amenities																																																																				
Buyer	<table border="1"> <tr> <td>Id</td> <td>GB-FTS-2771</td> </tr> <tr> <td>Name</td> <td>The Guinness Partnership Ltd</td> </tr> </table>	Id	GB-FTS-2771	Name	The Guinness Partnership Ltd																																																																
Id	GB-FTS-2771																																																																				
Name	The Guinness Partnership Ltd																																																																				

Language	en
-----------------	----