

Appendix 2 – Specification of Supporting People Contract

The specification for the Alert service in respect of alarm monitoring equipment includes the following provisions. Alert Service Specification extract:

Equipment:

- *The equipment shall consist of an alarm base unit with choice of trigger. This should include appropriate neck cords, wrist straps etc as well as devices to assist with triggering the alarm.*
- *The equipment installed shall be able to support telecare sensors as these may be required by the service user in the future.*
- *All equipment should adhere to interoperability standards as they become available.*

Equipment ownership

- *The County Council will not own, supply, install or maintain the equipment required for the service. Providers may, however, take over Telecare equipment currently owned by the County Council and already installed in the homes of service users.*

Equipment already in use

- *Providers are reminded that there may be existing equipment in place under the current contracts that providers can utilise in the provision of this contract.*
- *Providers shall need to determine for themselves whether to negotiate the purchase of existing equipment from the current owners and must indicate whether they expect to use new or existing equipment when formulating their tenders.*
- *Where there are multiple properties under one roof, for example, a sheltered court, then grouped or scheme equipment will be permitted under this contract, provided that users can still access the whole range of Telecare sensors throughout the period of the contract.*
- *Providers shall ensure that all equipment already in use must be BT21CN compliant, CE compliant, meet UK EN production standards and comply with all Health and Safety legislation and good practice, current and future.*

Transition Period

- *In drafting their transition plan, providers shall take responsibility for ensuring no service user loses their existing service due to the BT21CN programme.*