



Community Alarm Call Centre Contract

Shropshire Towns and Rural Housing (STAR Housing) is inviting expressions of interest from suitably qualified and experienced suppliers for the provision of an Alarm Receiving Centre (ARC) solution to serve our community alarm clients.

STAR Housing is an ALMO managing a stock of approx. 4100 general needs, independent living and supported homes for Shropshire Council. Properties are spread across Shropshire, but the majority fall within the vicinity of Bridgnorth and Oswestry.

STAR Housing provide a community alarms service to approximately 650 clients across Shropshire. The majority of clients are owner occupiers, but our tenants do make up a significant proportion of the total. These clients are predominately located within independent living communities. All alarms units currently in use are analogue, dispersed alarms. However, in light of the forthcoming telephony digital switchover, STAR Housing will in the near future seek to procure digital alarm units to replace our analogue devices. Our intention is to initially purchase devices with dual analogue and digital connectivity, followed by purely digital alarm units. Whilst the forthcoming purchase of these new units falls outside of this tender, it is essential that potential suppliers understand the need for their Alarm Receiving Solution (ARC) to accommodate both analogue and digital alarm calls.

The contract period will be for three years with the option of a further 2 years and it is anticipated that the contract will commence on 03/04/2023. The ARC solution must operate effectively on a 24/7/365 basis. Applicants will be expected to be Quality Standard Framework (QSF) certified by TEC Quality, and this accreditation must include the TEC Monitoring Service Delivery Module. References will be sought from supplier's current customers to verify the standard of current service delivery.

If you wish to express your interest please apply by email to:
Steve Gray MRICS, Procurement and Contracts Officer steve.gray@starhousing.org.uk
Quoting the reference **N02**

or in writing to the above at:
Shropshire Towns and Rural Housing. The Spruce Building. Sitka Drive. Shrewsbury Business Park. Shrewsbury.SY2 6LG.

The deadline for expressions of interest to be received at Shropshire Towns and Rural Housing office is Friday 28th October 2022