Expression of Interest (EOI)

For

Yorkshire Housing Limited (YH)

Analogue to Digital Public Switched Telephone Network (PSTN) switchover – Warden call system

Ref YH25-091

1. Expression of Interest

Yorkshire Housing require information on your capability and capacity to provide the services detailed below.

Any supplier which does not respond to this EOI for Analogue to Digital Public Switched Telephone Network (PSTN) switchover – Warden call system within the stipulated timescales (section 2) will exclude themselves from the bidding process for this project.

Please advise if you are interested in bidding for this opportunity.

If you are not interested in bidding please provide reason(s) as this is will be valuable feedback for Yorkshire Housing.

1. Procurement Timetable

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| --- | --- |
| **DATE** | **ACTIVITY** |
| 19/09/2024 | Publication of this EOI |
| 17:00 27/09/2024Please send to YHTenders@yorkshirehousing.co.uk  | Return date for this EOI. Any supplier which does not respond to this EOI within the stipulated timescales (section 2) will exclude themselves from the bidding process for this project. |
| W/C 30th September 2024W/C 25th November 2024 | Issue tenderTender Submission DeadlineTender Submission EvaluationsClarification Meetings / PresentationsNotification of AwardContract Start Date |

1. Background

OFcom and BT who manage the nation’s telephony infrastructure have announced the planned phase-out and decommission of the public switched telephone network (PSTN) service no later than January 2027. Essentially, everything plugged directly into an analogue BT phone socket in the traditional manner will cease to work unless action is taken. This is a government initiative to move away from the old analogue standard technology and replace it with a newer digital standard that provides greater quality, capabilities and cost savings for Infrastructure providers.

Across Yorkshire Housing we have a significant number of phone lines impacted by the switchover, some of which have systems operating through our lines that will in turn also be impacted. Within our Housing for Older People Schemes sites in which some of our most vulnerable customers reside, we have a warden call system installed that customers ring through to a Scheme Manager on site or a 3rd party supplier based offsite when in need of assistance. This critical system provides 24/7 support for our customers as these schemes are not physically manned 24/7 in person and must continue in full operation at all sites throughout the switchover to a digital line.

1. Objectives & Scope

To assist Yorkshire Housing by undertaking the minimum work deemed necessary, for all warden call and connected systems in scope, to transition successfully from their current analogue phone line to digital phone line infrastructure.

1. Tasks
* Undertake assessment of current hardware and produce a remediation recommendation per site (23 sites) that accounts for our already-defined requirements
* Provide supporting quotations and indicative delivery schedule
* Implementation of recommendations against the schedule following Yorkshire Housing’s approval
1. Delivery & Outputs

All sites should have a successfully working warden call system pre and post switchover deadline.

1. Timeline

We are seeking to appoint an external supplier to support us with this project as soon as possible in light of the switchover deadline set by BT.

1. Stakeholder Group

You will work predominately with the corresponding project team at Yorkshire Housing.

1. Right to cancel or vary this expression of Interest

Yorkshire Housing reserves the right to:

* Cancel all or part of this EOI at any stage and at any time;
* Amend, clarify, add to or withdraw all or any part of the EOI at any time.