

60043

I am seeking information regarding your council's current Technology Enabled Care (TEC) and Telecare service contracts. For clarity, this includes any commissioned services or supply contracts related to telecare monitoring, call handling, equipment provision, installation, responder services, digital TEC solutions, sensors, alarms, dispersed alarm units, or any broader technology-enabled care systems used to support service users.

Please note that if Telecare contracts are separate from broader TEC contracts, I would like information on both. Where multiple suppliers are used (for example: one for call handling and another for equipment), please provide information for each contract individually.

Please provide the following information for each TEC and/or Telecare contract currently in place:

Contract Supplier

Which organisation(s) currently hold the contract(s) for:

- Technology Enabled Care services
- Telecare services
- Call monitoring/call handling
- Equipment provision
- Installation or responder services - [N/a as service is provided by in-house employees](#) (Where applicable)

[SXL0422 Chubb Fire and Security Ltd.](#)

[SXL0622 Careium UK Ltd.](#)

[CT1549 Possum Limited](#)

[CT1549 Legrand Electric Ltd.](#)

[CT1549 Careium UK Ltd.](#)

[HS0185 Just Checking](#)

[HS0163 Legrand Electric Ltd.](#)

Contract Scope

A brief description of what each contract covers (e.g. monitoring, equipment supply, installation, digital upgrades, responder services, etc.).

[SXL0422 Chubb Fire and Security Ltd.](#) Provision of the Skyresponse Alarm Receiving Centre system.

[SXL0622 Careium UK Ltd.](#) Supply of digital telecare products and associated telephony costs.

[CT1549 Possum Limited.](#) Ongoing supply of accessories and telecare devices and telephony costs related to existing assets.

[CT1549 Legrand Electric Ltd.](#) Ongoing supply of accessories and telecare devices and telephony costs related to existing assets.

CT1549 Careium UK Ltd. Ongoing supply of accessories and telecare devices and telephony costs related to existing assets.

HS0185 Just Checking. Annual subscription that enables the use of the previously purchased lifestyle monitoring devices.

HS0163 Legrand Electric Ltd. Maintenance agreement for a Nurse Call system in Royston care home.

Contract Start and End Dates

See table below

- When did the contract begin?
- When is the contract scheduled to end?

Extension Options / Break Clauses

- Does the contract contain any extension periods? If yes, please specify the length and whether these have been exercised.
- Does the contract contain a break clause? If so, please provide details.

Q3 and Q4	Start Date	End of contract/End of initial period.	Extensions?	Extension Length	End Date with Extension(s)
SXL0422 Chubb Fire and Security Ltd.	26/02/2024	31/03/2028	Yes	1x two year	31/03/2030
SXL0622 Careium UK Ltd.	27/01/2025	26/01/2027	Yes	2x one year	26/01/2029
CT1549 Possum Limited	15/07/2024	14/07/2028	No		
CT1549 Legrand Electric Ltd.	15/07/2024	14/07/2028	No		
CT1549 Careium UK Ltd.	15/07/2024	14/07/2028	No		
HS0185 Just Checking	13/05/2025	12/05/2026	No		
HS0163 Legrand Electric Ltd.	01/07/2022	30/06/2027	No		

Key Deliverables, KPIs, and SLAs – see table below

Please provide the key contractual performance requirements (e.g. response times, monitoring performance, installation timescales, equipment standards, digital transition milestones, etc.).

□

	KPIs/Key deliverables
SXL0422 Chubb Fire and Security Ltd.	SLA that requires the system uptime/operationg 99.9% of the time, calculated monthly Other services require an uptime of 99.5%, calculated quarterly High severity issues to be resolved within 2 hours, 24/7 Medium severity issues, same day, business hours Low severity issues, next day, business hours
SXL0622 Careium UK Ltd.	Delivery to ATEC within 5 work days for routinely purchased stock items, or 10 days for any non-catlogue items Interoperability with the Council's alarm receiving centre. Various technical requirements.
CT1549 Possum Limited	The suppliers standard terms and conditions apply.
CT1549 Legrand Electric Ltd.	
CT1549 Careium UK Ltd.	
HS0185 Just Checking	The suppliers standard terms and conditions apply.
HS0163 Legrand Electric Ltd.	The suppliers standard terms and conditions apply. The contract is to cover a specific Nurse Call system which only Royston Court Care Home has.

Performance Against KPIs

Is the current supplier meeting the KPIs and SLAs defined within the contract?

Yes

Contract Value

- What is the total value of each contract?
- If a total value is not available, please provide the annual spend or estimated annual cost.

	Annual Value	Total Potential Value
SXL0422 Chubb Fire and Security Ltd.	£83,333	£500,000
SXL0622 Careium UK Ltd.	£233,858	£935,432
CT1549 Possum Limited	£312,000	£1,248,000

CT1549 Legrand Electric Ltd.		
CT1549 Careium UK Ltd.		
HS0185 Just Checking	£19,880	£19,880
HS0163 Legrand Electric Ltd.	£4,606	£23,030