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Contract

Telecare Alarm Scheme and Emergency Carer Support - North East Lincolnshire

NHS HUMBER & NORTH YORKSHIRE ICB

F03: Contract award notice

Notice identifier: 2025/S 000-000160

Procurement identifier (OCID): ocids-h6vhtk-049b94

Published 6 January 2025, 10:44am

Section I: Contracting authority

I.1) Name and addresses

NHS HUMBER & NORTH YORKSHIRE ICB

Health House

WILLERBY

HU106DT

Email

hnyicb.procurement@nhs.net

Country

United Kingdom

Region code

UKE12 - East Riding of Yorkshire

NHS Organisation Data Service

QQQ

Internet address(es)

Main address

<https://humberandnorthyorkshire.icb.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telecare Alarm Scheme and Emergency Carer Support - North East Lincolnshire

Reference number

C307472

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Telecare Alarm Scheme and Emergency Carer Support service.

The service aims to deliver a comprehensive telecare service which offers advice, information and an opportunity for demonstration of a range of telecare technology available on the market. The provider will promote their telecare service across North East Lincolnshire, to raise awareness of the benefits of telecare in supporting clients, their carers and the wider health and social care system, to facilitate appropriate referral into the service. The Provider will deliver the Carers' Emergency Alert Card providing eligible carers with an emergency 24 hour phone line. This phone line can be accessed by carers, or someone on their behalf, if the carer is experiencing an emergency or personal crisis situation which will prevent them from providing care for a short period of time.

The service will be required to deliver:

- a lifeline alarm and pendant along with peripherals where necessary to eligible clients to support them to remain independent at home for as long as possible.
- a call monitoring service which provides advice, guidance, referral to other services and a robust triage service calling on the most appropriate response to their telecare activations 24 hours a day, 365 days of the year.

- Welfare/ wellbeing checks along with courtesy calls.
- Ongoing monitoring and review of clients and where necessary servicing and repair of their telecare technology.
- reassurance and peace of mind to eligible carers' that in the event of a crisis situation an Emergency Plan can be initiated by the provider, to ensure that the cared for person is supported in the carer's absence.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,705,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

II.2.4) Description of the procurement

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- Welfare/ wellbeing checks along with courtesy calls.
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- reassurance and peace of mind to eligible carers' that in the event of a crisis situation an Emergency Plan can be initiated by the provider, to ensure that the cared for person is supported in the carer's absence.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 44%

Quality criterion - Name: Service Quality Assurance / Weighting: 21%

Quality criterion - Name: Engagement and client/ carer experience / Weighting: 12%

Quality criterion - Name: Workforce / Weighting: 11%

Quality criterion - Name: Information Management and Technology (IM&T) / Weighting: 12%

Cost criterion - Name: Finance - acceptance of financial envelope / Weighting: Pass / Fail

II.2.11) Information about options

Options: Yes

Description of options

Contract period is 36 months with the option to extend by 24 months. The estimated value (II.2.6) value excluding VAT - is based on a total period of 60 months, should the option to extend be exercised.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029719](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 December 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

North East Lincolnshire Carelink

Innovation Centre Innovation Way, Europarc,

Grimsby

DN37 9TT

Country

United Kingdom

NUTS code

- UKE13 - North and North East Lincolnshire

Companies House

03047967

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,705,000

Section VI. Complementary information

VI.3) Additional information

NHS Humber and North Yorkshire Integrated Care Board (ICB) is acting as the Contracting Authority (and Co-ordinating Commissioner) for the Telecare Alarm Scheme and Emergency Carers Support service - North East Lincolnshire.

North East Lincolnshire Council will be party to the Telecare Alarm Scheme and Emergency Carers Support service - North East Lincolnshire contract and as such will be named as Associate Commissioners to the contract.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales Royal Courts of Justice

London

Country

United Kingdom