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Tender

Provision of Telecare Services

Redcar & Cleveland Borough Council

F02: Contract notice

Notice identifier: 2025/S 000-005964

Procurement identifier (OCID): ocds-h6vhtk-04e456

Published 19 February 2025, 4:22pm

Section I: Contracting authority

I.1) Name and addresses

Redcar & Cleveland Borough Council

Redcar & Cleveland House, Kirkleatham Street

REDCAR

TS10 1RT

Contact

Debbie Seaman

Email

debbie.seaman@redcar-cleveland.gov.uk

Telephone

+44 1642774774

Country

United Kingdom

Region code

UKC12 - South Teesside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.redcar-cleveland.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://open-uk.org>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://open-uk.org>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Telecare Services

Reference number

OPEN2025244

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Redcar and Cleveland Borough Council is seeking to appoint a suitably experienced provider to deliver all aspects of a Telecare installation, monitoring and response service. This will include purchase, installation, monitoring and maintenance of telecare assistive technology equipment, management of an alarm response centre and a mobile response service.

II.1.5) Estimated total value

Value excluding VAT: £2,320,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC1 - Tees Valley and Durham

II.2.4) Description of the procurement

Redcar and Cleveland Borough Council is seeking to appoint a suitably experienced provider to deliver all aspects of a Telecare installation, monitoring and response service. This will include purchase, installation, monitoring and maintenance of telecare assistive technology equipment, management of an alarm response centre and a full mobile response service.

Please be advised that Redcar and Cleveland Borough Council are conducting this procurement via OPEN .

<https://open-uk.org/>. You will need to register as a supplier on the site (registration is free) and search for the opportunity within the Browse Opportunities section and register your interest.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

On expiry.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2.14) Additional information

Variants will be evaluated based on the same evaluation criteria as is stated in the tender documentation.

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.2.2) Time limit for receipt of tenders or requests to participate

Date

27 March 2025

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

27 March 2025

Local time

2:05pm

Place

Redcar and Cleveland

Information about authorised persons and opening procedure

Redcar and Cleveland Officer

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Please be advised that Redcar and Cleveland Borough Council are conducting this procurement via OPEN .

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VI.4) Procedures for review

VI.4.1) Review body

Redcar and Cleveland Borough Council

Redcar & Cleveland House, Kirkleatham Street

Redcar

TS10 1RT

Telephone

+44 1642774774

Country

United Kingdom

Internet address

www.redcar-cleveland.gov.uk