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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](mailto: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

[www.redcar-cleveland.gov.uk](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

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**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.

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## **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

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## **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 .

<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.

### **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](http://www.redcar-cleveland.gov.uk)