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Planning

AMC - Telecare Equipment's

The Council of the Coventry City

F01: Prior information notice

Prior information only

Notice identifier: 2026/S 000-006396

Procurement identifier (OCID): ocds-h6vhtk-060ddb

Published 23 January 2026, 6:23pm

Section I: Contracting authority

I.1) Name and addresses

The Council of the Coventry City

Council House, Earl Street

Coventry

CV15RR

Email

procurement.contracts@coventry.gov.uk

Country

United Kingdom

Region code

UKG33 - Coventry

Coventry City Council

PMJC-6861-XJPP

Internet address(es)

Main address

<https://www.coventry.gov.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://sell2.in-tend.co.uk/midlands/home>

Additional information can be obtained from the above-mentioned address

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

AMC - Telecare Equipment's

Reference number

COV - 25272

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

AGREEMENT FOR SUPPLY OF PRODUCTS AND/OR SERVICES UNDER NHC
PPROCUREMENT - TECHNOLOGY ENABLED LIVES FRAMEWORK

II.1.5) Estimated total value

Value excluding VAT: £100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

II.2.4) Description of the procurement

SUMMARY OF PROVIDER REQUIREMENTS

Service Delivery

- Operate a 24/7/365 in-house Telecare Response Service for Coventry residents.
- Support a wide range of individuals (age 18+)
- Currently supports 2126 users. We currently use Chiptech, and Tunstall equipment with Tunstall peripherals.

Operational Requirements

- Real-time dashboard for service levels.
- Automated call prioritization and routing based on operator skill sets.
- Comprehensive call logging and audio recording/playback.
- Integration with device management platforms and corporate email server.
- Support for multiple telephony protocols (VoIP, SIP, PSTN, SCAIP, etc.).

II.2.14) Additional information

BRIEF DESCRIPTION OF REQUIREMENT WILL BE SHARED VIA CSW-JETS/Sell2 Midlands TENDER PORTAL, WITH ALL THE SUPPLIERS REGISTERED ON NHC PPROCUREMENT - TECHNOLOGY ENABLED LIVES FRAMEWORK - Lot 1 & 3.3.

II.3) Estimated date of publication of contract notice

10 April 2026

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes