

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007753-2026>

Tender

The Provision of a Technology Enabled Care (TEC) Monitoring Service

Bridgend County Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007753

Procurement identifier (OCID): ocds-h6vhtk-06114c

Published 28 January 2026, 4:43pm

Scope

Reference

B475/26

Description

Bridgend County Borough Council is recommissioning a Technology Enabled Care (TEC) Monitoring Service, and the Council wishes to appoint one Provider that has the facilities, proven ability and experience of delivering a high quality TEC Monitoring Service, which will operate on a twenty-four hours a day, seven days a week basis, to receive calls/alerts raised by TEC Equipment, or activated by Individuals, and to provide an appropriate response.

Bridgend County Borough Council is committed to further developing Technology Enabled Care as part of its continued approach to supporting people to live independently, in their own homes for longer, and this Service will support and facilitate this work and preventative approach to supporting individuals within Bridgend County Borough.

The successful provider will also have strongly demonstrated they have the skills,

experience and understanding of undertaking this work in a social care environment, and in particular to people with a range of needs, who may also be regarded as vulnerable, including older people and people with complex needs.

Total value (estimated)

- £798,000 excluding VAT
- £957,597 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2032
- 6 years

Description of possible extension:

With the Option for the Council to extend for a further period of up to 36 months up to 30th June 2032 subject to funding

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKL17 - Bridgend and Neath Port Talbot

Participation

Legal and financial capacity conditions of participation

see tender pack

Technical ability conditions of participation

see tender pack

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

19 February 2026, 5:00pm

Tender submission deadline

26 February 2026, 12:00pm

Submission address and any special instructions

<https://etenderwales.ukp.app.jaggaer.com/web/login.shtml>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

13 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 December 2028

Award criteria

Name	Description	Type	Weighting
Technical Evaluation	Evaluation on method statement (40%) and interview (40%)	Quality	80.00%
Commercial	Evaluation on rates	Price	20.00%

Other information

Payment terms

See tender pack

Description of risks to contract performance

n/a

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Reduced tendering period

Yes

Light touch contract - no minimum

Justification for not publishing a preliminary market engagement notice

Due to time restraints and critical requirement of contract award by July 2026

Documents

Associated tender documents

<https://etenderwales.ukp.app.jaggaer.com/web/login.shtml>

Ref: itt_122824 - B475 - The Provision of a Technology Enabled Care

Technical specifications to be met

<https://etenderwales.ukp.app.jaggaer.com/web/login.shtml>

Bidders are to access for free all the documents from etenderwales, within the following reference and title:

itt_122824 - B475 - The Provision of a Technology Enabled Care (TEC) Monitoring

Contracting authority

Bridgend County Borough Council

- Public Procurement Organisation Number: PPQG-8216-YQLW

Bridgend County Borough Council

Bridgend

CF31 4WB

United Kingdom

Contact name: Helen Watkins

Telephone: +441656643643

Email: tenders@bridgend.gov.uk

Website: <https://www.bridgend.gov.uk>

Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales