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Pipeline

Provision of Tech Enabled Care (Telecare)

Liverpool City Council

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008444

Procurement identifier (OCID): ocds-h6vhtk-060f94

Published 30 January 2026, 12:44pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Amendment to the scope.

Scope

Reference

DN802767

Description

Liverpool City Council is reshaping its Adult Social Care offer in line with the Living Better Lives vision, enabling residents to live independently, stay connected, and enjoy improved wellbeing. Technology Enabled Care is a key enabler of this ambition, supporting prevention, early intervention, independence, and digital inclusion.

The Council intends to move to a "TEC First" approach embedded across Adult Social Care, transitioning from a traditional telecare model to a flexible, innovative, data?driven TEC ecosystem that supports:

- Independent living and safety at home.
- Better use of technology and digital tools.
- Reduced reliance on formal care packages.
- Personalised solutions tailored to individual need.
- A whole?life, all?ages offer including younger adults, people with learning disabilities, mental health needs, and those in Supported Living environments.
- Increased digital inclusion and equitable access to technology across communities.

The current TEC service supports over 13,000 users and includes assessment, equipment provision, installation, maintenance, monitoring, and response. The future service model is being redesigned and may include significant changes to scope, delivery structures, and market engagement strategies.

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- 5 years

Main category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD72 - Liverpool

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

15 May 2026

Procedure

Procedure type

Open procedure

Special regime

Light touch

Above or below total value threshold

Above or equal to threshold

Contracting authority

Liverpool City Council

- Public Procurement Organisation Number: PRVY-7813-WLPG

Cunard Building

Liverpool

L3 1DS

United Kingdom

Email: commercialprocurement@liverpool.gov.uk

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government

