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Planning

Technology Enabled Care

Norfolk County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-008564

Procurement identifier (OCID): ocds-h6vhtk-04eb1a (view related notices)

Published 10 March 2025, 3:19pm

Scope

Reference

NCCT43137

Description

Norfolk County Council (NCC) is transforming its Technology Enabled Care (TEC) provision and is seeking to award, from 1st April 2026, a contract for Technology Enabled Care (TEC). The new provision will support residents through the use of technology, to stay well and independent, in the place they call home. The contract aims to fully integrate TEC within Adult Social Care and the successful Provider will support NCC in delivering change and ongoing innovation.

The requirement of the Provider will be to deliver a scalable service for the provision of equipment and monitoring via an Alarm Receiving Centre (ARC). The equipment service provided will be for all aspects of the end-to-end process of ordering and sourcing, installation, maintenance, through to removal and reuse/recycling of equipment. The ARC

service will provide both a reactive and proactive alarm monitoring service and include a full range of data services. Monitoring services will include benefit realisation capture.

Contract dates (estimated)

- 1 April 2026 to 1 April 2028

- Possible extension to 1 April 2031

- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products

- 33100000 - Medical equipments

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk

- UKH16 - North and West Norfolk

- UKH17 - Breckland and South Norfolk

Engagement

Engagement deadline

15 April 2025

Engagement process description

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The requirement of the Provider will be to deliver a scalable service for the provision of equipment and monitoring via an Alarm Receiving Centre (ARC). The equipment service provided will be for all aspects of the end-to-end process of ordering and sourcing, installation, maintenance, through to removal and reuse/recycling of equipment. The ARC service will provide both a reactive and proactive alarm monitoring service and include a full range of data services. Monitoring services will include benefit realisation capture.

We wish to initially engage with the market during the 24th and 25th March 2025. This will be one to one meetings via teams. The Council may engage in further market engagement activities beyond this date where appropriate to help inform the specification and model.

If you would like to discuss this opportunity with us, then please contact sourcingteam@norfolk.gov.uk. The meetings will be of a maximum of an hour duration and will be held via Microsoft Teams. Please indicate your preferred date and time and the e-mail addresses of those you would like to attend.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

3 June 2025

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

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United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government