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Tender

## **Technology Enabled Care (TEC)**

The Royal Borough of Kingston upon Thames

F02: Contract notice

Notice identifier: 2023/S 000-009451

Procurement identifier (OCID): ocds-h6vhtk-03b7b1

Published 31 March 2023, 12:17pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Royal Borough of Kingston upon Thames

Guildhall 2

Kingston upon Thames

KT1 1EU

#### **Contact**

Mr Ankur Patel

#### **Email**

[ankur.patel@kingston.gov.uk](mailto:ankur.patel@kingston.gov.uk)

#### **Telephone**

+44 2085476109

#### **Country**

United Kingdom

**Region code**

UKI63 - Merton, Kingston upon Thames and Sutton

**Internet address(es)**

Main address

<http://www.kingston.gov.uk>

Buyer's address

<http://www.kingston.gov.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**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**

## Technology Enabled Care (TEC)

Reference number

DN659421

### **II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Authority is seeking to appoint a Technology Enabled Care (TEC) Delivery Partner to manage the delivery of Technology Enabled Care to residents to maximise their independence and transform our operating culture.

The Royal Borough of Kingston (RBK) has an ambitious vision for the borough 'To ensure residents will be able to maximise their independence and build resilience to live their best lives through access to a range of technology and digital aids'.

Our aim is to utilise personalised technology as a core part of care and support to achieve enablement, empowerment and independence for local residents, delivering great quality care and making the most of our resources to reduce digital exclusion and health inequalities.

### **II.1.5) Estimated total value**

Value excluding VAT: £3,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

### **II.2.4) Description of the procurement**

The Authority is seeking to appoint a Technology Enabled Care (TEC) Delivery Partner to manage the delivery of Technology Enabled Care to residents to maximise their independence and transform our operating culture.

The procurement will follow an Open Procedure under the Public Contracts Regulations 2015 (PCR) to source a provider for the provision of Technology Enabled Care (TEC).

The overall aim of the commissioning activity is to seek to secure a TEC Delivery Partner to help RBK develop its core capabilities and to build an Operating Model which will deliver innovative solutions, keeps pace with the emerging technologies and evolves to meet the changing needs of the Council and the local community.

Core capabilities include:

Client and Service Management - oversight and strategic management to ensure that the TEC service can fulfil the Council's priorities and objectives related to the delivery.

Service element 1 : Innovation - supporting the Council to rapidly achieve specific outcomes and benefits and continuous development and improvement through innovation scanning.

Service element 2 : Culture Change - ensuring full understanding of the impact of solutions, designing the change management plan, delivering the right training, ensuring clear communications and being ever mindful of residents' needs.

Service element 3 : Service Support and Continuous Improvement – being guided by market insights, procuring the right solution, ensuring adherence to technology standards, interoperability with existing systems and unique user needs. Installation and maintenance of the solution, ongoing monitoring and tracking benefits over time.

The contract term will be for a period of Five years (60 months) with an option to extend for a further period of One year (12 months). The anticipated contract commencement date will be 1st October 2023

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

**II.2.6) Estimated value**

Value excluding VAT: £3,000,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 October 2023

End date

30 September 2028

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend for a further period of One year (12 months) beyond 30/09/2028

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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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

5 May 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

5 May 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Royal Borough of Kingston upon Thames

Kingston

Country

United Kingdom