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Contract

Provision of Tech Enabled Care (Telecare)

Liverpool City Council

F03: Contract award notice

Notice identifier: 2023/S 000-016289

Procurement identifier (OCID): ocds-h6vhtk-033e8b

Published 8 June 2023, 1:01pm

Section I: Contracting authority

I.1) Name and addresses

Liverpool City Council

4th Floor, Cunard Building

Liverpool

L3 1DS

Contact

Ms Cathy Walsh

Email

cathy.walsh@liverpool.gov.uk

Telephone

+44 1512330591

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

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

Buyer's address

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

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

Provision of Tech Enabled Care (Telecare)

Reference number

DN629569

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirements of this contract is to support the delivery of high-quality health and care services and integrated pathways, providing seamless care to improve health and wellbeing outcomes enabling people to live independently for as long as possible at home

The service commissioners recognises that we live in a digital age, and there are increasing expectations around the use of technology and connectivity. We also understand that in future, technology and connectivity will be far more intrinsically embedded into people's lives, and that we need to build the foundations to provide a different type of offer in Adult Services and Health (ASH) as well as the wider health and care ecosystem to respond to this.

It is anticipated that the Provider will work in partnership with the Commissioners to deliver a modernised and innovative service to a wide range of service users across the Liverpool City Council Area.

The Provider will deliver the supply, installation, recovery and recycling, emergency and routine maintenance of equipment, monitoring and both physical and telephone response for Telecare. Whilst working with the Service Commissioners to move to new digital technologies.

The Commissioners are working towards a Technology Enabled Care Service, introducing new processes and technologies to change the operating model, introducing a technology first approach. The Provider will work in partnership with the Service Commissioners to

ensure the new service is embedded in to practice and supports a technology first approach.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £9,262,625 / Highest offer: £13,270,933 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The procurement for this service is open procedure (light touch services) and the requirements of this contract is to support the delivery of high-quality health and care services and integrated pathways, providing seamless care to improve health and wellbeing outcomes enabling people to live independently for as long as possible at home

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-023492](#)

Section V. Award of contract

Contract No

DN629569

Lot No

1

Title

Provision of Tech Enabled Care (Telecare)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Millbrook Healthcare Group Ltd (T/A Millbrook Healthcare Ltd)

Nutsey Lane Calmore Industrial Park Totton

Southampton

SO40 3XJ

Country

United Kingdom

NUTS code

- UKD7 - Merseyside

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £13,270,933

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Liverpool City Council

Water Street Cunard Buildings

Liverpool

L3 1AH

Country

United Kingdom