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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](mailto: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

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## **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

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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