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Contract

## **Tender for the provision of the Technology Enabled Care Service (TECS) in Herefordshire**

Herefordshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-016306

Procurement identifier (OCID): ocids-h6vhtk-04be9e

Published 22 April 2025, 3:50pm

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

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

Herefordshire Council

Council Offices, Plough Lane

Hereford

HR4 0LE

#### **Contact**

Ms Aksana Hironak

#### **Email**

[aksana.hironak@herefordshire.gov.uk](mailto:aksana.hironak@herefordshire.gov.uk)

#### **Telephone**

+44 1432383575

#### **Country**

United Kingdom

**Region code**

UKG11 - Herefordshire, County of

**Internet address(es)**

Main address

<https://www.herefordshire.gov.uk>

Buyer's address

<https://www.herefordshire.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**

Tender for the provision of the Technology Enabled Care Service (TECS) in Herefordshire

Reference number

DN753509

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

- 85000000 - Health and social work services

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

Services

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

Herefordshire Council and NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are seeking to appoint an exemplary Supplier to deliver its Technology Enabled Care Service (TECS) to residents across the county.

The Technology Enabled Care Service comprises the following main functions:

- 1) Sourcing and purchasing appropriate Equipment (core Standard Equipment and bespoke Special Equipment)
- 2) Delivery and installation
- 3) Collection, cleaning and recycling
- 4) Service, maintenance and repairs
- 5) Storage
- 6) Proactive and reactive Call Monitoring via a digital Alarm Receiving Centre

The Supplier must have the appropriate IT infrastructure in place to successfully deliver this Service, including a fully operational digital Alarm Receiving Centre with AI based capabilities, multiple system and device interoperability and a seamless IT platform for online Equipment ordering and order tracking, records management and logistics

planning.

The service will commence on 1 April 2025 for a period of two years until 31 March 2027, with the option to extend for further periods up to three years.

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

This contract is divided into lots: No

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

Value excluding VAT: £2,500,000

### **II.2) Description**

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

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKG11 - Herefordshire, County of

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

Herefordshire Council and NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are seeking to appoint an exemplary Supplier to deliver its Technology Enabled Care Service (TECS) to residents across the county.

The Technology Enabled Care Service comprises the following main functions:

- 1) Sourcing and purchasing appropriate Equipment (core Standard Equipment and bespoke Special Equipment)
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**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 68

Quality criterion - Name: Social Value / Weighting: 12

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: Yes

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

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

Notice number: [2024/S 000-038091](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

20 March 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

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

#### **V.2.3) Name and address of the contractor**

Nottingham Rehab Limited (trading as NRS Healthcare)

Sherwood House, Cartwright Way, Forest Business Park, Bardon Hill, Coalville,  
Leicestershire, LE67 1UB

Coalville

Country

United Kingdom

NUTS code

- UKG11 - Herefordshire, County of

The contractor is an SME

No

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

Total value of the contract/lot: £2,500,000

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## **Section VI. Complementary information**

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

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

Herefordshire Council

Hereford

Country

United Kingdom