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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

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

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.

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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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Herefordshire Council

Hereford

Country

United Kingdom