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Contract

## **Lifeline / Community Alarms and connected Telecare**

Peterborough City Council

F03: Contract award notice

Notice identifier: 2025/S 000-016350

Procurement identifier (OCID): ocds-h6vhtk-0419b7

Published 22 April 2025, 5:19pm

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

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

Peterborough City Council

Sand Martin House, Bittern Way

Peterborough

PE2 8TY

#### **Contact**

Mrs Jan Thistleton

#### **Email**

[Jan.Thistleton@peterborough.gov.uk](mailto:Jan.Thistleton@peterborough.gov.uk)

#### **Telephone**

+44 1733864553

#### **Country**

United Kingdom

**Region code**

UKH11 - Peterborough

**Internet address(es)**

Main address

<https://www.peterborough.gov.uk/business/supplying-the-council/supply-opportunities>

Buyer's address

<https://www.peterborough.gov.uk/business/supplying-the-council/supply-opportunities>

**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**

Lifeline / Community Alarms and connected Telecare

Reference number

DN678140

**II.1.2) Main CPV code**

- 35112000 - Rescue and emergency equipment

**II.1.3) Type of contract**

Supplies

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

The provision of community alarms, referred to locally as Lifelines, and connected telecare technology is an important element of the early intervention and prevention agenda helping to support people to remain living in the home of their choice for as long as possible.

The City Council requires a digital lifeline and telecare service for its residents (population 216,000) providing 'peace of mind' and reassurance to carers and families. The service will need to be 'person centred' in its approach encompassing the latest technology alongside more traditional solutions in order to achieve outcomes:

- o Promotion and maintenance of independence, well-being, and quality of life for customers in their own home
- o Manage and minimise risk for people living at home
- o Reduce social isolation
- o Detect deterioration and enable more early intervention for people with long term conditions
- o Enhance people's sense of dignity and increased confidence
- o Reassurance for informal carers
- o Prevent, reduce, delay escalation of needs and hospital / care home admissions
- o Supporting safe hospital discharge
- o Supporting the prevention, reduction and delay in people needing formal packages of care and support
- o Embrace the use of new technology, as it becomes available

Peterborough City Council prioritises Technology Enabled Care and has a "think TEC first" approach across all the social care teams so as to deliver better outcomes for people and deliver demand management savings for the Council through interventions that avoid, prevent, and delay the need for traditional social care and support.

PCC commissioners acknowledge that the national digital switchover, due to be completed by end of 2025, is a significant catalyst to the telecare industry, making many existing analogue solutions obsolete. It is therefore important that that the Lifeline service offers a fully digital solution.

### **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: £1,000,000

## **II.2) Description**

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

NUTS codes

- UKH11 - Peterborough

Main site or place of performance

Peterborough and surrounding area

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

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

Quality criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

Price - Weighting: 100

#### **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: [2023/S 000-033659](#)

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

### **Lot No**

1

### **Title**

Lifeline / Community Alarms and connected Telecare

A contract/lot is awarded: Yes

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

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

31 March 2024

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

Number of tenders received: 4

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: 4

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

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

Doro trading as Careium UK Ltd

Aspinall House, Walker Office Park, Blackburn, Lancashire. BB1 2QE

Blackburn

BB1 2QE

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

Internet address

<https://www.peterborough.gov.uk/business/supplying-the-council/supply-opportunities>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,000,000

Total value of the contract/lot: £1,000,000

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## **Section VI. Complementary information**

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

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

Peterborough City Council

Sand Martin House

Peterborough

PE2 8TY

Country

United Kingdom

Internet address

<https://www.peterborough.gov.uk/business/supplying-the-council/supply-opportunities>