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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

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

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

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](#)

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

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>