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Planning

Careline Proof of Life and Wellbeing Monitoring Technologies Preliminary Market Engagement

North Hertfordshire District Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-065ed2

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Scope

Reference

NHDC01117489

Description

North Hertfordshire District Council is undertaking Preliminary Market Engagement to explore market capability relating to technologies that support proof of life and wellbeing monitoring within domestic settings as part of its digital Careline service. The Council's telecare provision is evolving in response to digital transition and seeks insight into solutions capable of providing non-intrusive activity monitoring that enables confirmation of meaningful resident activity, including morning mobilisation where appropriate, supports exception-based safeguarding and integrates with Alarm Receiving Centre operations through digital telecare signalling approaches including SCAIP where applicable. This engagement will obtain supplier insight across technical, operational and commercial

areas including scalable deployment models across varied housing environments, lifecycle management considerations such as installation, maintenance and battery performance, indicative per-service-user lifecycle cost drivers, innovation opportunities that reduce false inactivity alerts, market barriers affecting SME participation and privacy and proportionality considerations associated with wellbeing monitoring technologies. Engagement will be conducted through written supplier responses and clarification activity managed via the Council's electronic tendering system. North Hertfordshire District Council uses the In-Tend e-tendering platform for all procurement activities, including Preliminary Market Engagement, and suppliers wishing to participate must submit their responses via the Supply Hertfordshire portal. Suppliers must be registered on the portal to submit a response and may use existing login credentials where already registered, with a password reminder facility available via the portal homepage if required. Technical assistance relating to portal access or submission is available via the In-Tend Helpdesk on 0845 557 8079 or at support@in-tend.com. This engagement is undertaken for information gathering purposes only and does not constitute a call for competition or commitment to procure.

Contract dates (estimated)

- 31 August 2026 to 30 August 2027
- 1 year

Main procurement category

Goods

CPV classifications

- 33195000 - Patient-monitoring system
- 35121700 - Alarm systems
- 72222300 - Information technology services
- 79711000 - Alarm-monitoring services

- 85311100 - Welfare services for the elderly

Engagement

Engagement deadline

13 April 2026

Engagement process description

As per procurement documents

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

15 August 2026

Contracting authority

North Hertfordshire District Council

- Public Procurement Organisation Number: PDWC-9574-WBPY

Council Offices, Gernon Road

Letchworth Garden City

SG6 3JF

United Kingdom

Email: david.martins-hesp@north-herts.gov.uk

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government