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Planning

Community Alarms and Mobile Response Service for adults

The Borough Council of Calderdale

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

Notice identifier: 2025/S 000-023272

Procurement identifier (OCID): ocds-h6vhtk-0518d6 ([view related notices](#))

Published 20 May 2025, 1:59pm

Scope

Reference

CAMRS 2025

Description

Please note this is a Market Engagement Opportunity, not a Tender Opportunity. Also please note this is a Social Care Service not a security service. The Borough Council of Calderdale is seeking to commission a Community Alarms and Mobile Response service for adults aged 18+; comprising of Community Alarm Installations, Call Monitoring Centre, Mobile Response and, where required, the installation of various pieces of Assistive Technology including, but not limited to global positioning system (GPS) devices, carbon monoxide detectors and smoke detectors in peoples homes across the Borough of Calderdale. We would like to hear from organisations who can provide a Community Alarms and Mobile Response Service that delivers a high quality, comprehensive offer that is suitable for all, supporting people to maximise their independence and minimise dependency on services whilst enabling people using the service to stay healthy, safe and well within their homes and also be connected to their own community and other natural

networks of support. We are asking providers to complete the attached questionnaire. The service provision should align with Calderdale Council's Adult Services and Wellbeing vision: 'People are supported to live their largest life. We will always be kind and compassionate, creative and bold in helping people achieve their hopes and dreams. People are at the heart of all we do, and they will feel valued and have an equal voice in their care and support. We will always respect people's strengths and support them to be connected to their communities'. The Service will provide:

- Installation of all Council owned care alarms and linked peripheral equipment
- Monitoring of all activations / calls received at the Alarm Response Centre from the care alarms, linked peripheral equipment and GPS devices.
- Responding to all activations / calls received from the care alarms, linked peripheral equipment and GPS devices where it is deemed that help or support is needed on the ground.
- Introduce a 'Family First' response model for all new customers with a plan to transfer all current customers to the 'Family First' model within 12 months.

Total value (estimated)

- £5,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2029
- Possible extension to 1 April 2031
- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKE44 - Calderdale and Kirklees

Engagement

Engagement deadline

29 May 2025

Engagement process description

We would like to hear from organisations who can provide a Community Alarms and Mobile Response Service that delivers a high quality, comprehensive offer that is suitable for all, supporting people to maximise their independence and minimise dependency on services whilst enabling people using the service to stay healthy, safe and well within their homes and also be connected to their own community and other natural networks of support. We are asking providers to complete the attached questionnaire and share their views.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

9 July 2025

Procedure

Special regime

Light touch

Contracting authority

The Borough Council of Calderdale

- Public Procurement Organisation Number: PNQT-4842-NXXN

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Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - sub-central government