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Tender

Provision of Tech Enabled Care (Telecare)

Liverpool City Council

F02: Contract notice

Notice identifier: 2022/S 000-023492

Procurement identifier (OCID): ocds-h6vhtk-033e8b

Published 23 August 2022, 2:46pm

Section I: Contracting authority

I.1) Name and addresses

Liverpool City Council

4th Floor, Cunard Building

Liverpool

L3 1DS

Contact

Ms Cathy Walsh

Email

cathy.walsh@liverpool.gov.uk

Telephone

+44 1512330591

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.liverpool.gov.uk>

Buyer's address

<http://www.liverpool.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/register>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/register>

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

Provision of Tech Enabled Care (Telecare)

Reference number

DN629569

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The service will be required to support the delivery of high-quality health and care services and integrated pathways, providing seamless care to improve health and wellbeing outcomes enabling people to live independently for as long as possible at home.

The Provider will deliver the supply, installation, recovery and recycling, emergency and routine maintenance of equipment, monitoring and both physical and telephone response for Telecare. Whilst working with the Service Commissioners to move to new digital technologies.

Whilst the local NHS Integrated Care Board is not a signatory to the contract, it is accepted the local NHS Integrated Care Board would be user and beneficiary of the contract with funding via the Liverpool Place Better Care Fund.

II.1.5) Estimated total value

Value excluding VAT: £13,270,933

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The approach for this re-commissioned service will be an Open tender procedure under the 'Light Touch Regime' which is above threshold.

The current service needs to change for the Council to maximise the way in which telecare services can help people live independently. Firstly, the standard telecare equipment needs to change from analogue to digital to avoid becoming obsolete. This needs to happen by 2025. Whilst it is expected that there will continue to be a need for pendant response services, there are also opportunities to utilise retail offers such as smart technology and voice activated products within the home environment so people can do more for themselves and enable informal carers (such as family) to continue to provide care for their loved ones for longer. Potential examples include using SMART devices to set reminders, family to communicate between different locations, turn household items on and off (e.g., central heating) and for family to receive alerts when someone approaches the front door. There are also opportunities to support integration with health service through use of tele- health to monitor key health indicators (e.g., blood pressure, glucose levels) for people with long term conditions (e.g., diabetes) helping people live healthier and happier lives.

The Provider will be required to supply and install, recovery and recycling, emergency and routine maintenance of equipment.

Whilst alongside monitoring and responding to enquiries for Telecare.

Referrals will come from NHS professionals, ASH staff, Independent Domestic Violence Advisors (IDVA) staff and the fire service.

II.2.5) Award criteria

Quality criterion - Name: Quality including Social Value / Weighting: 80

Price - Weighting: 20

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There is an option to extend the contract for a period of up to 3 years at the discretion at the authority.

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: [2022/S 000-014310](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

23 September 2022

Local time

4:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

23 September 2022

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Liverpool City Council

Cunard Buildings

Liverpool

L3 1AH

Country

United Kingdom