

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028892-2025>

Contract

## Jontek Answerlink

Middlesbrough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-028892

Procurement identifier (OCID): ocids-h6vhtk-052a03

Published 30 May 2025, 3:52pm

## Scope

## Reference

ASC086

## Description

Middlesbrough Council's Connect service delivers the Community alarm, monitoring and response service to approximately 3700 service users across Middlesbrough, this includes Telecare service users who's eligibility is assessed through Social Care and who Middlesbrough Council have a requirement to support. The Connect service runs 24 hours a day 7 days a week and receives over 100,000 calls through the Jontek Answerlink system.

---

## **Contract 1**

### **Supplier**

- Jontek Ltd

### **Contract value**

- £84,369.55 including VAT

Below the relevant threshold

### **Date signed**

24 April 2025

### **Contract dates**

- 1 June 2025 to 31 May 2027
- 2 years

### **Main procurement category**

Services

## **CPV classifications**

- 48000000 - Software package and information systems
- 85000000 - Health and social work services

## **Contract locations**

- UKC12 - South Teesside

---

## **Procedure**

### **Procedure type**

Below threshold - without competition

---

## **Supplier**

### **Jontek Ltd**

Legrand Building, Great King Street North

Birmingham

B19 2LF

United Kingdom

Email: [ck.jones@jonestherose.co.uk](mailto:ck.jones@jonestherose.co.uk)

Website: <http://www.jonestherose.co.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

---

## Contracting authority

### Middlesbrough Council

- Public Procurement Organisation Number: PLJH-5252-HJDM

PO Box 500

Middlesbrough

TS1 9FT

United Kingdom

Email: [procurement@middlesbrough.gov.uk](mailto:procurement@middlesbrough.gov.uk)

Region: UKC12 - South Teesside

Organisation type: Public authority - sub-central government