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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): ocds-h6vhtk-052a03

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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

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

Region: UKC12 - South Teesside

Organisation type: Public authority - sub-central government