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Tender

## **Telecare Alarm Scheme and Emergency Carer Support - North East Lincolnshire**

NHS HUMBER & NORTH YORKSHIRE ICB

F02: Contract notice

Notice identifier: 2024/S 000-029719

Procurement identifier (OCID): ocds-h6vhtk-049b94

Published 17 September 2024, 3:00pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS HUMBER & NORTH YORKSHIRE ICB

Health House, Grange Park Lane

WILLERBY

HU106DT

#### **Email**

[hnyicb.procurement@nhs.net](mailto:hnyicb.procurement@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKE13 - North and North East Lincolnshire

## **NHS Organisation Data Service**

QQQ

### **Internet address(es)**

Main address

<https://humberandnorthyorkshire.icb.nhs.uk/>

### **I.3) Communication**

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

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.com/s/Welcome>

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Health

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Telecare Alarm Scheme and Emergency Carer Support - North East Lincolnshire

Reference number

C307472

#### II.1.2) Main CPV code

- 85000000 - Health and social work services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Telecare Alarm Scheme and Emergency Carer Support service.

The service aims to deliver a comprehensive telecare service which offers advice, information and an opportunity for demonstration of a range of telecare technology available on the market. The provider will promote their telecare service across North East Lincolnshire, to raise awareness of the benefits of telecare in supporting clients, their carers and the wider health and social care system, to facilitate appropriate referral into the service. The Provider will deliver the Carers' Emergency Alert Card providing eligible carers with an emergency 24 hour phone line. This phone line can be accessed by carers, or someone on their behalf, if the carer is experiencing an emergency or personal crisis situation which will prevent them from providing care for a short period of time.

The service will be required to deliver:

- a lifeline alarm and pendant along with peripherals where necessary to eligible clients to support them to remain independent at home for as long as possible.
- a call monitoring service which provides advice, guidance, referral to other services and a robust triage service calling on the most appropriate response to their telecare

activations 24 hours a day, 365 days of the year.

- Welfare/ wellbeing checks along with courtesy calls.
- Ongoing monitoring and review of clients and where necessary servicing and repair of their telecare technology.
- reassurance and peace of mind to eligible carers' that in the event of a crisis situation an Emergency Plan can be initiated by the provider, to ensure that the cared for person is supported in the carer's absence.

### **II.1.5) Estimated total value**

Value excluding VAT: £2,705,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

### **II.2.4) Description of the procurement**

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The service will be required to deliver:

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- a call monitoring service which provides advice, guidance, referral to other services and a robust triage service calling on the most appropriate response to their telecare activations 24 hours a day, 365 days of the year.
- Welfare/ wellbeing checks along with courtesy calls.
- Ongoing monitoring and review of clients and where necessary servicing and repair of their telecare technology.
- reassurance and peace of mind to eligible carers' that in the event of a crisis situation an Emergency Plan can be initiated by the provider, to ensure that the cared for person is supported in the carer's absence.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £2,705,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract period is 36 months with the option to extend by 24 months. The estimated value (II.2.6) value excluding VAT - is based on a total period of 60 months, should the option to extend be exercised.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Contract period is 36 months with the option to extend by 24 months.

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

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

Date

31 October 2024

Local time

1:00pm

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

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

31 October 2024

Local time

1:15pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

NHS Humber and North Yorkshire Integrated Care Board (ICB) is acting as the Contracting Authority (and Co-ordinating Commissioner) for the Telecare Alarm Scheme and Emergency Carers Support service - North East Lincolnshire.

North East Lincolnshire Council will be party to the Telecare Alarm Scheme and Emergency Carers Support service - North East Lincolnshire contract and as such will be named as Associate Commissioners to the contract.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom