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Planning

Provision of a Technology Enabled Care (TEC) Alarm Receiving Centre (ARC) solution

Warrington Borough Council

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-032112

Procurement identifier (OCID): ocids-h6vhtk-054820

Published 13 June 2025, 7:48am

Scope

Reference

DN776917

Description

Provision of a Technology Enabled Care (TEC) Alarm Receiving Centre (ARC) system deployed as Software-as-a-Service solution, including software provision; implementation services, legacy system data migration, training; software hosting, support and maintenance services.

The ARC solution will enable the on-going and continuous monitoring of TEC alarm equipment.

Total value (estimated)

- £700,000 excluding VAT
- £840,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2030
- 5 years

Description of possible extension:

Contract may be extended at the discretion of the Buyer for 2 periods of 12 months.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 79512000 - Call centre
- 79711000 - Alarm-monitoring services

Contract locations

- UKD61 - Warrington

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 July 2025

Tender submission deadline

15 August 2025, 11:59pm

Submission address and any special instructions

<https://www.the-chest.org.uk>

Search Opportunity ID/Contract Reference: "DN776917" when published.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 September 2025

Procedure

Procedure type

Open procedure

Contracting authority

Warrington Borough Council

- Public Procurement Organisation Number: PBVX-8195-NXYW

Warrington Borough Council

Warrington

WA1 1UH

United Kingdom

Email: ict-contracts@warrington.gov.uk

Region: UKD61 - Warrington

Organisation type: Public authority - sub-central government