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Planning

## Ostara Care Call

Newcastle City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033250

Procurement identifier (OCID): ocds-h6vhtk-054f00

Published 18 June 2025, 12:48pm

## Scope

## Reference

008777

## Description

The Ostara service is operated by Newcastle City Council (NCC) and provides home care service to around 3,000 customers, with an ambition to grow further.

The service is considering options for the possible future procurement of a new telecare, telehealth and lone working solution. The City Council is looking to engage with suppliers to understand how they would do it and what they would like to see in the scope of a contract. This market intelligence will help inform the scope of a potential contract.

All updates will be posted via:

Open: <https://www.open-uk.org/>

Project Reference: 008777 - Ostara Care Call

### **Total value (estimated)**

- £250,000 excluding VAT
- £300,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 31 March 2026 to 30 March 2029
- Possible extension to 30 March 2032
- 6 years

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems
- 50111100 - Vehicle-fleet management services

### **Contract locations**

- UKC - North East (England)
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## Engagement

### Engagement deadline

2 July 2025

### Engagement process description

All updates will be posted via:

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## Contracting authority

### Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: [sophie.hendry@newcastle.gov.uk](mailto:sophie.hendry@newcastle.gov.uk)

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government