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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)

Engagement

Engagement deadline

2 July 2025

Engagement process description

All updates will be posted via:

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Project Reference: 008777 - Ostara Care Call

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

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Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government