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Contract

Technology Enabled Care (TEC)

The Royal Borough of Kingston upon Thames

F03: Contract award notice

Notice identifier: 2023/S 000-034213

Procurement identifier (OCID): ocds-h6vhtk-03b7b1

Published 20 November 2023, 10:24am

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kingston upon Thames

Guildhall 2

Kingston upon Thames

KT1 1EU

Contact

Mr Ankur Patel

Email

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Telephone

+44 2085476109

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

<http://www.kingston.gov.uk>

Buyer's address

<http://www.kingston.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Technology Enabled Care (TEC)

Reference number

DN659421

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is seeking to appoint a Technology Enabled Care (TEC) Delivery Partner to manage the delivery of Technology Enabled Care to residents to maximise their independence and transform our operating culture.

The Royal Borough of Kingston (RBK) has an ambitious vision for the borough 'To ensure

residents will be able to maximise their independence and build resilience to live their best lives through access to a range of technology and digital aids'.

Our aim is to utilise personalised technology as a core part of care and support to achieve enablement, empowerment and independence for local residents, delivering great quality care and making the most of our resources to reduce digital exclusion and health inequalities.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,710,258

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

The Authority is seeking to appoint a Technology Enabled Care (TEC) Delivery Partner to manage the delivery of Technology Enabled Care to residents to maximise their independence and transform our operating culture.

The procurement will follow an Open Procedure under the Public Contracts Regulations 2015 (PCR) to source a provider for the provision of Technology Enabled Care (TEC).

The overall aim of the commissioning activity is to seek to secure a TEC Delivery Partner to

help RBK develop its core capabilities and to build an Operating Model which will deliver innovative solutions, keeps pace with the emerging technologies and evolves to meet the changing needs of the Council and the local community.

Core capabilities include:

Client and Service Management - oversight and strategic management to ensure that the TEC service can fulfil the Council's priorities and objectives related to the delivery.

Service element 1 : Innovation - supporting the Council to rapidly achieve specific outcomes

and benefits and continuous development and improvement through innovation scanning.

Service element 2 : Culture Change - ensuring full understanding of the impact of solutions,

designing the change management plan, delivering the right training, ensuring clear communications and being ever mindful of residents' needs.

Service element 3 : Service Support and Continuous Improvement – being guided by market

insights, procuring the right solution, ensuring adherence to technology standards, interoperability with existing systems and unique user needs. Installation and

maintenance

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of the solution, ongoing monitoring and tracking benefits over time.

The contract term will be for a period of Five years (60 months) with an option to extend for a

further period of One year (12 months). The anticipated contract commencement date will be 1st October 2023

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-009451](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

"PA Consulting Services Limited "

London

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

Appello Careline Limited

New Milton

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

IoT Solutions Group

Swanage

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Red Alert Telecare Limited

Ashford

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,710,258

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom