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Contract

Tender for the Provision of Digital Telehealth Care System

Halton Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-034372

Procurement identifier (OCID): ocds-h6vhtk-03a138

Published 21 November 2023, 11:05am

Section I: Contracting authority

I.1) Name and addresses

Halton Borough Council

Kingsway House, Kingsway

Widnes

WA8 7EA

Contact

Mrs Pauline Lowe

Email

pauline.lowe@halton.gov.uk

Telephone

+44 1511111111

Country

United Kingdom

Region code

UKD71 - East Merseyside

Internet address(es)

Main address

<http://www2.halton.gov.uk>

Buyer's address

<http://www2.halton.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

Tender for the Provision of Digital Telehealth Care System

Reference number

DN653272

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Halton Borough Council wishes to procure a replacement electronic Telehealthcare alarm monitoring, and lone working system. The current Tunstall solution delivers a telecare alarm and response service to over approx. 2300 customers and receives over 176,255 alarm calls a year responding to 4565 alarms each year by a manned dispatch team.

The current contract with Tunstall expires in April 2023 and the Council wishes to procure a replacement digital solution.

An additional driver for the change is to align any system with the scheduled switch over of the national telecommunications infrastructure from analogue (PSTN) to digital (IP) telephone services by 2025. More recently the service has begun to implement Assistive Technology (AT) and Telehealth solutions into Customers Care Plans. Most of the AT operates utilising digital ready IP. The AT equipment includes home monitoring-based solutions consisting of consumer led Internet of Things (IOT) sensors and GPS tracking devices. The Council are actively promoting how technology products in the consumer tech market can help residents to have a positive impact on their life, such as reducing social isolation and enabling them to retain independence in their own homes.

The Council wishes to receive and send information and alerts from telecare, telehealth, and AT devices. Ideally, these could be connected to a single reporting and response platform.

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: £53,256

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD71 - East Merseyside

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Pricing / Weighting: 40

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-002831](#)

Section V. Award of contract

Contract No

DN653272

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 April 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Appello Careline Ltd

Oregon House, 19 Queensway

New Milton

BH25 5NN

Country

United Kingdom

NUTS code

- UKD71 - East Merseyside

The contractor is an SME

Yes

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

Total value of the contract/lot: £53,256

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Halton Borough Council

Widnes

Country

United Kingdom