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Tender

Technology Enabled Care

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037560

Procurement identifier (OCID): ocds-h6vhtk-04eb1a ([view related notices](#))

Published 4 July 2025, 4:27pm

Scope

Reference

NCCT43137

Description

The requirement of the Provider will be to deliver a fully managed service encompassing all aspects of Technology Enabled Care to meet our strategic needs.

- The Provider will deliver a scalable service for the provision of equipment and monitoring via a Monitoring and Response Centre (MRS). The equipment service provided will include all aspects of the end-to-end process of ordering and sourcing, installation, maintenance, through to removal and reuse/recycling of equipment.
- The MRS will provide Virtual Care and an alarm monitoring service and contact centre function (which is both reactive and proactive, with a strong focus on the capture and use of data about our service users including the benefits and savings achieved).

Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

Total value (estimated)

- £12,900,000 excluding VAT
- £15,480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The Contract may be extended by up to 24 months at the Council's discretion.

Main procurement category

Services

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

Participation

Legal and financial capacity conditions of participation

Conditions of participation are in the Invitation to Tender and include: Technical or professional ability, past performance, references, economic and financial standing, Modern Slavery Act requirements, health and safety, compliance with equality legislation, and willingness and ability to comply with contractual requirements

Technical ability conditions of participation

Conditions of participation are in the Invitation to Tender and include: Technical or professional ability, past performance, references, economic and financial standing, Modern Slavery Act requirements, health and safety, compliance with equality legislation, and willingness and ability to comply with contractual requirements

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

28 July 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

4 August 2025, 12:00pm

Submission address and any special instructions

This procurement will be managed electronically via the Councils e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILES>. Once registered you will be able to see the procurement project under the tenders section and express an interest to view the documentation and access any clarifications. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 October 2025

Award criteria

Name	Description	Type	Weighting
Quality	Quality is weighted at 100% during initial tenders and 70% during final tenders. This is defined in the Competitive Flexible Process defined in the Procedure section of this notice.	Quality	70%

Name	Description	Type	Weighting
Price	Price is weighted at 0% during initial tenders and 30% during final tenders. This is defined in the Competitive Flexible Process defined in the Procedure section of this notice.	Price	30%

Other information

Payment terms

As per the terms and conditions issued with this procurement

Description of risks to contract performance

Please note Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The process will be delivered in the following key stages:

1. Initial Tender Submission and Evaluation:

a. Tenderers are invited to submit an initial tender which will be assessed on the basis of:

i. Quality criteria - as set out in Form F of this ITT (100% weighting during this stage)

ii. Pass/Fail criteria - as set out in Form B, C, and D of this ITT.

iii. Pricing - Tenderers are required to submit initial pricing. At this stage, price will not be scored, but will be assessed on a pass/fail basis against the price cap. Any submission exceeding the price cap will be excluded from further consideration.

b. Following the evaluation of the initial tenders the 3 highest scoring tenderers will be shortlisted to the dialogue stage (In the event of a tie the bidder who scored higher on the question with the highest weighting will proceed to the next stage. If this also a tie, then the bidder who scored higher on the question with the second highest weighting will proceed to the next stage, and so on. This process will repeat until we have shortlisted to 3 bidders).

c. Unsuccessful Bidders will receive their scores for each of the Form F questions along with the rationale for receiving those scores. Unsuccessful Bidders will also be informed of the scoring range for the highest scoring 3 bidders and where their Bid was ranked. There will be no standstill period at this stage. Bidders being progressed to dialogue, will not receive their quality scores from initial tender stage.

2. Dialogue Period:

a. Dialogue will likely take the form of multiple half day workshops on Teams during the dates outlined section 5.1. This stage is designed to:

i. Clarify and refine proposals.

ii. Explore solutions and pricing model in more detail.

iii. Address any ambiguities or areas of development identified during the initial evaluation.

b. The Council reserves the right to remove or add additional stages of dialogue to ensure both parties have a clear understanding of requirements and expectations before final the final tender submission where bidders can amend their bids. This may take the form of structured meetings or written communications. The Council also reserves the right to amend the specification and pricing model throughout this process.

3. Final Tender Submission:

a. Following the conclusion of the dialogue period, tenderers will be invited to submit a final tender. These final tenders will be evaluated on both quality (70% weighting) and price (30% weighting) to determine the successful tender. The quality questions will be the same as the initial tender and the question weightings are defined in Form F. Tenders will be evaluated in accordance with the process and descriptors as set out in this Initial Invitation to Tender.

b. Bidders are to provide a clean and marked up version of the final tender. This will assist the evaluation panel with understanding the updates made following receipt of Initial Tenders.

c. When the Council has obtained all required internal approvals for the proposed award, Standstill letters, Assessment Summaries will be issued to all bidders that were invited to participate in dialogue. A Contract Award Notice will also be published. This will commence the 8 working day mandatory standstill period.

d. Bidders that were excluded in prior to dialogue, will be issued with a redacted score sheet for the Bidders that were invited to participate in dialogue. They will not receive a standstill letter or assessment summary.

Documents

Associated tender documents

[NCCT43137 - ITT FINAL.docx](#)

[NCCT43137 - Schedule 1 Specification.docx](#)

[NCCT43137 - Schedule 2 Pricing & Equipment List.xlsx](#)

[NCCT43137 - Schedule 3 Governance & Meetings.docx](#)

[NCCT43137 - Schedule 6 KPIs.docx](#)

[NCCT43137 - Service Agreement and Terms.docx](#)

All schedules are either attached in this notice or detailed within the document: NCCT43137
- Service Agreement and Terms.docx

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government