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Tender

## **Tender for the provision of the Technology Enabled Care Service (TECS) in Herefordshire**

Herefordshire Council

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

F02: Contract notice

Notice identifier: 2024/S 000-038091

Procurement identifier (OCID): ocds-h6vhtk-04be9e

Published 25 November 2024, 9:18pm

The closing date and time has been changed to:

**5 January 2025, 11:30pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Herefordshire Council

Council Offices, Plough Lane

Hereford

HR4 0LE

#### **Contact**

Ms Aksana Hironak

#### **Email**

[aksana.hironak@herefordshire.gov.uk](mailto:aksana.hironak@herefordshire.gov.uk)

**Country**

United Kingdom

**Region code**

UKG11 - Herefordshire, County of

**Internet address(es)**

Main address

<https://www.herefordshire.gov.uk>

Buyer's address

<https://www.herefordshire.gov.uk>

**I.1) Name and addresses**

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

Hereford

HR1 2PL

**Email**

[hwicb.foirequests@nhs.net](mailto:hwicb.foirequests@nhs.net)

**Country**

United Kingdom

**Region code**

UKG11 - Herefordshire, County of

**Internet address(es)**

Main address

<https://herefordshireandworcestershire.icb.nhs.uk/>

## **I.2) Information about joint procurement**

The contract involves joint procurement

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=7143a0c6-6eab-ef11-8132-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=7143a0c6-6eab-ef11-8132-005056b64545>

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Tender for the provision of the Technology Enabled Care Service (TECS) in Herefordshire

Reference number

DN753509

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Herefordshire Council and NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are seeking to appoint an exemplary Supplier to deliver its Technology Enabled Care Service (TECS) to residents across the county.

The Technology Enabled Care Service comprises the following main functions:

- 1) Sourcing and purchasing appropriate Equipment (core Standard Equipment and bespoke Special Equipment)
- 2) Delivery and installation
- 3) Collection, cleaning and recycling
- 4) Service, maintenance and repairs
- 5) Storage
- 6) Proactive and reactive Call Monitoring via a digital Alarm Receiving Centre

The Supplier must have the appropriate IT infrastructure in place to successfully deliver this Service, including a fully operational digital Alarm Receiving Centre with AI based capabilities, multiple system and device interoperability and a seamless IT platform for online Equipment ordering and order tracking, records management and logistics planning.

The service will commence on 1 April 2025 for a period of two years until 31 March 2027, with the option to extend for further periods up to three years.

### **II.1.5) Estimated total value**

Value excluding VAT: £2,275,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 98000000 - Other community, social and personal services

## **II.2.3) Place of performance**

NUTS codes

- UKG11 - Herefordshire, County of

## **II.2.4) Description of the procurement**

Herefordshire Council and NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are seeking to appoint an exemplary Supplier to deliver its Technology Enabled Care Service (TECS) to residents across the county.

The Technology Enabled Care Service comprises the following main functions:

- 1) Sourcing and purchasing appropriate Equipment (core Standard Equipment and bespoke Special Equipment)
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- 3) Collection, cleaning and recycling
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- 5) Storage
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## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 68

Quality criterion - Name: Social Value / Weighting: 12

Price - Weighting: 20

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

18 February 2025

End date

31 March 2027

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

29 December 2024

Local time

11:30pm

Changed to:

Date

5 January 2025

Local time

11:30pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

29 December 2024

Local time

11:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Herefordshire Council

Hereford

Country

United Kingdom