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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

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

Country

United Kingdom

Region code

UKG11 - Herefordshire, County of

Internet address(es)

Main address

<https://herefordshireandworcestershires.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

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.

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- 1) Sourcing and purchasing appropriate Equipment (core Standard Equipment and bespoke Special Equipment)
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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

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

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