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Tender

Community Alarms and Mobile Response Service

The Borough Council of Calderdale

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

Notice identifier: 2025/S 000-038564

Procurement identifier (OCID): ocds-h6vhtk-0518d6 ([view related notices](#))

Published 9 July 2025, 12:30pm

Scope

Reference

2026 CAMRS

Description

This Service covers the provision of a community alarm and mobile response service; comprising of community alarm installations, call monitoring centre, mobile response and, where required, installation, repair, maintenance and decommission of community alarms, telecare/assistive technology, smoke detector and carbon monoxide detectors in Service Users' homes across the Borough of Calderdale. The Provider will work to and meet industry standards as a minimum. The Provider will ensure that a person-centred approach is undertaken at all times. The Provider will ensure that the Service delivered is innovative and creative both in terms of direct delivery and inworking in partnership, as required. The Service will provide: Installation of all Council owned care alarms and linked peripheral equipment, Monitoring of all activations / calls received at the Alarm Response Centre from the care alarms, linked peripheral equipment and GPS devices, Responding to all activations / calls received from the care alarms, linked peripheral equipment and GPS devices where it

is deemed that help or support is needed on the ground. Installation, repair, maintenance and decommission of community alarms, telecare/assistive technology, smoke detector and carbon monoxide detectors in Service Users' homes across the Borough of Calderdale

Introduce a 'Family First' response model for all new customers with a plan to transfer all current customers to the 'Family First' model within 12 months. The Provider is required to approach the delivery of this Service in a proactive manner where Provider Staff will utilise their skills and expertise in responding in the most effective way to the needs of Service Users. This may mean doing the 'little things' for Service Users that will prevent more formal intervention. Please note this is a Social Care service not a security service.

Total value (estimated)

- £8,500,000 excluding VAT
- £10,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2031
- Possible extension to 1 April 2033
- 7 years, 1 day

Description of possible extension:

Option to extend for a further period or periods of up to 2 years/24 months The option to extend will be at the discretion of the Council.

Options

The right to additional purchases while the contract is valid.

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Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85300000 - Social work and related services

Contract locations

- UKE44 - Calderdale and Kirklees

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

29 July 2025, 12:00pm

Tender submission deadline

7 August 2025, 12:00pm

Submission address and any special instructions

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=95850&B=

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 November 2025

Award criteria

Name	Description	Type	Weighting
Quality	60% Quality	Quality	60%
Price	40% Price	Price	40%

Other information

Payment terms

Contained within Contract document

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

The Borough Council of Calderdale

- Public Procurement Organisation Number: PNQT-4842-NXXN

Town Hall, Crossley Street

Halifax

HX1 1UJ

United Kingdom

Contact name: Bob Farr

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Website: <https://www.calderdale.gov.uk/v2>

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - sub-central government