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Tender

## **008051 - Care and Support Services Digital Transformation**

Newcastle City Council

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

Notice identifier: 2025/S 000-040384

Procurement identifier (OCID): ocds-h6vhtk-0557a5

Published 16 July 2025, 9:33am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

There is a slight delay in uploading the documents to the portal, this should be resolved in the coming days.

The submission deadline will be updated accordingly.

## Scope

## Reference

008051

## Description

Newcastle City Council, Care and Support Services, which forms part of the offer within the Adult Social Care and Prevention (ASC&P) Directorate support approximately 1690 people each year across 8 different services. We are looking to Digitally transform the way our Care and Support Services run. The element we address within this part of the Digital Transformation process is to upgrade our Byker Lodge (BL) Resource Centre service with a new Nurse Call System that interfaces and has embedded Falls Prevention/Detection and integrated Digital Care Note Recording functionality, all through one system/dashboard.

## Commercial tool

Establishes a framework

## Total value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Above the relevant threshold

## Contract dates (estimated)

- 15 September 2025 to 14 September 2028

- Possible extension to 14 September 2031
- 6 years

Description of possible extension:

3 x 12 month extensions

## **Main procurement category**

Goods

## **CPV classifications**

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 85100000 - Health services
- 85300000 - Social work and related services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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## **Framework**

### **Maximum number of suppliers**

1

### **Maximum percentage fee charged to suppliers**

0%

### **Framework operation description**

Single lot single provider framework

### **Award method when using the framework**

Without competition

### **Contracting authorities that may use the framework**

Establishing party only

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

### Tender submission deadline

1 September 2025, 12:00pm

### Submission address and any special instructions

[www.open-uk.org](http://www.open-uk.org)

### Tenders may be submitted electronically

Yes

### Languages that may be used for submission

English

**Award decision date (estimated)**

1 September 2025

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**Award criteria**

| <b>Name</b> | <b>Type</b> | <b>Weighting</b> |
|-------------|-------------|------------------|
| Quality     | Quality     | 70%              |
| Price       | Price       | 30%              |

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**Other information****Conflicts assessment prepared/revised**

Yes

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**Procedure****Procedure type**Open procedure

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## Documents

### Associated tender documents

<http://www.open-uk.org>

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## Contracting authority

### Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: [corporate.procurement.team@newcastle.gov.uk](mailto:corporate.procurement.team@newcastle.gov.uk)

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government

