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Not applicable

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

Herefordshire Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-040681

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

Published 17 December 2024, 5:12pm

Section I: Contracting authority/entity

I.1) Name and addresses

Herefordshire Council

Council Offices, Plough Lane

Hereford

HR4 0LE

Contact

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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>

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-038091](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.5

Place of text to be modified

Value excluding VAT: £2,500,000

Instead of

Text

Changes relate to increased budget figure for this service, and the Closing Time and Date for Submitting Tenders. Updated information in Specification: Budget and Timetable sections.

Read

Text

Changes relate to increased budget figure for this service, and the Closing Time and Date for Submitting Tenders. Updated information in Specification: Budget and Timetable sections.

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

29 December 2024

Local time

11:30pm

Read

Date

5 January 2025

Local time

11:30pm