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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 000-044700

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

Published 31 July 2025, 12:10pm

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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)

- 1 October 2025 to 30 September 2028
- Possible extension to 14 September 2031
- 5 years, 11 months, 14 days

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)
-

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Tender submission deadline

29 August 2025, 12:00pm

Submission address and any special instructions

www.open-uk.org

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 September 2025

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

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

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

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

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government

