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Tender

A Framework Agreement for the Supply and Maintenance of Telecare Equipment

North Hertfordshire District Council

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

Notice identifier: 2025/S 000-044732

Procurement identifier (OCID): ocds-h6vhtk-056a27 ([view related notices](#))

Published 31 July 2025, 12:59pm

Scope

Reference

NHDC0148207

Description

North Hertfordshire District Council requires high quality assistive technology solutions to support people to establish, maintain or regain independence both in and away from their home setting, increasing successful early supported discharges from hospital, supporting people to maintain personal safety, to build confidence and to improve their physical and mental wellbeing.

North Hertfordshire District Council's Herts Careline service works in partnership with Hertfordshire County Council to supply, maintain and monitors alarms for over 9000 service users across Hertfordshire. Of these users, approximately 5000 sites have assistive technology to support users with complex needs. Additionally, 500 users utilise our away service, taking technology out of the home with them in Hertfordshire and beyond. On average, our team of technicians complete 150 new installations each month.

Herts Careline provides plug and play alarm kits to twenty (20) hospitals and professional services to support early discharge in Hertfordshire.

The Council intends to procure a multi-supplier Framework Agreement divided into three Lots. The Lots are defined as follows:

Lot 1: Solutions for Assistive Technologies Service at Home and Hospital Discharge

Lot 2: Solutions for Assistive Technologies Service Away from Home

Lot 3: Solutions for Assistive Technologies for Users with Complex Needs

Commercial tool

Establishes a framework

Total value (estimated)

- £3,040,000 excluding VAT
- £3,648,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 September 2025 to 29 May 2029
- 3 years, 8 months, 4 days

Main procurement category

Goods

CPV classifications

- 35121700 - Alarm systems
- 79711000 - Alarm-monitoring services
- 85000000 - Health and social work services
- 85100000 - Health services
- 98000000 - Other community, social and personal services
- 33196200 - Devices for the disabled

Lot constraints

Description of how multiple lots may be awarded:

As per procurement documentation

Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

Description

This lot focuses on providing assistive technology solutions for Herts Careline's 'community alarm and pendant' and 'hospital discharge' services to enable service users to leave hospital earlier and to live independently at home. This equipment must be easy to use so users are confident with it in the event of an emergency, when they need to raise an alarm to get help.

a. Estimated Service Users per Annum: 1,400

- b. This solution is for Herts Careline's 'community alarm and pendant' and 'hospital discharge' service.
 - i. The solution must have a simple installation set-up to facilitate self-installation by service users or their contacts after having received the equipment upon discharge from hospital or via the post.
 - ii. On/off switch must be easily accessible for users with limited dexterity and poor eyesight.
- c. Desired feature: button on the main device to prompt linked pendants to sound a chirp to help users find lost equipment.

Lot value (estimated)

- £1,040,000 excluding VAT
- £1,248,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Solutions for Assistive Technologies Service Away from Home

Description

This lot is designed for Herts Careline's 'away' service, which supports mobile users with an emergency alarm while they are away from home such as visiting their local shops, walking in the countryside or travelling on public transport. The equipment must be discrete, light weight and easy to access during an emergency.

- a. Estimated Service Users per Annum: 150
- b. This solution is for Herts Careline's 'away' service which allows users to raise an emergency alarm away from their home.
 - i. This solution must support service users by providing voice connectivity and locational data to the ARC over a secure connection with the service user.
 - ii. This solution must have falls detection to automatically trigger an alarm in the event of detecting a fall. Additionally, the service user must be able to raise an alert to the ARC when a button is pressed. The resultant alert must open a speech channel and issue the ARC with the location of the device.
 - iii. This solution must be powered suitably to support users being away from home for long durations of time, its battery must be easily rechargeable, and each charge must have a battery life of at least 14 days.
- iv. This solution must be light weight, non-cumbersome and easy to wear.
- c. Desired feature: optional Geo Fence feature that can be activated if required.
- d. Desired feature: device senses if it is being worn/carried and it is identifiable when it is or is not in active use.
- e. Desired feature: function to remotely prompt the device to sound a chirp to help users find lost equipment.
- f. Desired feature: battery percentage is available for the service user.

Lot value (estimated)

- £160,000 excluding VAT
- £192,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Solutions for Assistive Technologies for Users with Complex Needs

Description

This lot addresses the complex needs of Herts Careline's 'home' service users. The solutions must be robust and tamper resistant, so equipment is not easily disabled or broken. Sensors must be customisable, facilitating bespoke configurations based on individual assessment so equipment can be fine tuned to support users to live independently. Both environmental and personal sensors must be compatible with this solution, so a holistic solution can be deployed for users with a wide range of fluctuating needs.

- a. Estimated Service Users per Annum: 1,200
- b. This solution is for Hert's Careline 'home' service for users with complex needs, requiring additional telecare to support the user's independence at home.
 - i. This solution must have tamper-resistant features to prevent unauthorised access or tampering.
 - ii. This solution must be adjustable and customisable to accommodate individual user preferences and specific needs including those with cognitive impairment and learning disability.
 - iii. This solution must pair peripheral devices quickly and reliably to enable an efficient installation process.
- c. Desired feature: button on the main device to prompt linked pendants to sound a chirp to help users find lost equipment.

Lot value (estimated)

- £1,840,000 excluding VAT

- £2,208,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

6

Maximum percentage fee charged to suppliers

0%

Framework operation description

Ranked order or further competition on price alone

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Legal and financial capacity conditions of participation

Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

Lot 2. Solutions for Assistive Technologies Service Away from Home

Lot 3. Solutions for Assistive Technologies for Users with Complex Needs

As per procurement documentation

Technical ability conditions of participation

Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

Lot 2. Solutions for Assistive Technologies Service Away from Home

Lot 3. Solutions for Assistive Technologies for Users with Complex Needs

As per procurement documentation

Particular suitability

Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

Lot 2. Solutions for Assistive Technologies Service Away from Home

Lot 3. Solutions for Assistive Technologies for Users with Complex Needs

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

11 August 2025, 5:00pm

Tender submission deadline

26 August 2025, 5:00pm

Submission address and any special instructions

North Hertfordshire District Council uses an E-Tendering system (In-Tend).

Tenders must be returned through the Supply Hertfordshire Portal at the following website:

<https://in-tendhost.co.uk/supplyhertfordshire/aspx/Home>

You must be registered on this website to respond. If you are already registered' you will not need to register again, simply use your existing username and password. Please note that there is a password reminder link on the homepage.

Please ensure that you follow any instruction provided to you here. If you experience any technical difficulties, please contact the Intend Helpdesk on 0845 557 8079 or by email support@in-tend.com

Tenderers are required to supply an electronic copy of their ITT response and all supporting documents, in either a Microsoft Word or PDF format, to be uploaded to the Intend E-tendering system. You must ensure that the Quality and Price submissions are loaded separately and where indicated, in the system.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

11 September 2025

Award criteria

Name	Type	Weighting
Price	Price	49%
Technical/Quality	Quality	20%
Demonstration of Solution	Quality	20%
Social Value	Quality	10%
Real Living Wage	Quality	1%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://in-tendhost.co.uk/supplyhertfordshire/aspx/Home>

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Contracting authority

North Hertfordshire District Council

- Public Procurement Organisation Number: PDWC-9574-WBPY

Council Offices, Gernon Road

Letchworth Garden City

SG6 3JF

United Kingdom

Email: maria.macquillin@north-herts.gov.uk

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government