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Planning

All-Age Care Technology Service

London Borough of Barking and Dagenham

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-058593

Procurement identifier (OCID): ocids-h6vhtk-059f4e

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Scope

Description

The London Borough of Barking & Dagenham (LBBD) intends to re-procure its All-Age Care Technology Service and is hosting a preliminary market engagement session to outline our plans and hear supplier views on deliverability, innovation and market capacity.

Commercial tool

Establishes a framework

Total value (estimated)

- £14,000,000 excluding VAT

- £16,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- Possible extension to 30 June 2033
- 7 years

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Engagement

Engagement deadline

2 October 2025

Engagement process description

Supplier Invitation: Preliminary Market Engagement - All-Age Care Technology Service

Date: Thursday 2 October 2025

Time: 13:00-15:00

Format: Virtual (MS Teams - joining details issued to registered attendees)

Invite brief:

The London Borough of Barking & Dagenham (LBBD) intends to re-procure its All-Age Care Technology Service and is hosting a preliminary market engagement session to outline our plans and hear supplier views on deliverability, innovation and market capacity.

What we plan to procure:

A single procurement with two Lots, operating as one joined-up service:

- Lot 1: Core Service Provision & Innovation

Supplier-neutral solution catalogue; sourcing, installation, activation and support; monitoring & response (ARC and mobile responders); stock/asset management; device repairs/recalls; interoperability and secure data flows; reporting and performance.

- Lot 2: Change Management & Innovation

Technology First practice adoption; workforce training and decision support; pathway simplification; co-production and communications; test-and-learn pilots and evaluation; benefits realisation and equality insights.

Anticipated contract start:

1 July 2026

Award structure / delivery models:

- Bidders may tender for Lot 1, Lot 2, or both Lots.
- LBBD may award both Lots to a single provider (or consortium/joint venture), or award one Lot per provider with a formal collaboration requirement to deliver a single integrated service.
- Sub-contracting is permitted; the prime remains accountable.

Who should attend

Suppliers with capability in technology-enabled care, 24/7 monitoring/response, field installation/support, and/or change and adoption in social care. Consortia, JVs and SMEs are welcome.

Agenda (high level):

1. LBBD objectives and outcomes
2. Overview of Lots, delivery model and partnership expectations
3. Procurement route and timescales (indicative)
4. Q&A (answers later published to all registrants)

How to register

Please register one or two attendees per organisation by Monday 29th September 2025 via:

- Email: Lloyd.hunt@lbbd.gov.uk

(subject: PME - All-Age Care Technology - Registration)

Include: organisation name, contact details, Lot(s) of interest, intended delivery model (single supplier / consortium / Lot-specific), and any accessibility requirements.

Participation

Particular suitability

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

Procedure

Special regime

Light touch

Contracting authority

London Borough of Barking and Dagenham

- Public Procurement Organisation Number: PPYP-9821-RZGJ

Town Hall

Barking

IG11 7LU

United Kingdom

Email: lloyd.hunt@lbbd.gov.uk

Website: <http://www.lbbd.gov.uk>

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government