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Award

A Framework Agreement for the Supply and Maintenance of Telecare Equipment

North Hertfordshire District Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068119

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

Published 24 October 2025, 11:23am

Scope

Reference

NHDC0148207

Description

Note: This Contract Award Notice is published for Lot 1 only and relates to the award of a contract to a supplier. Due to technical difficulties with the registration information of this supplier, this Notice should be considered supplementary to the UK 6 Notice Published on the same date.

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

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.
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Contract 4. Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

Lots

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

Supplier

- CHIPTECH INTERNATIONAL LIMITED

Contract value

- £1,040,000 excluding VAT

- £1,248,000 including VAT

Above the relevant threshold

Award decision date

23 October 2025

Date assessment summaries were sent to tenderers

23 October 2025

Standstill period

- End: 4 November 2025
- 8 working days

Earliest date the contract will be signed

11 November 2025

Contract dates (estimated)

- 12 November 2025 to 11 November 2029
- 4 years

Main procurement category

Goods

Additional procurement category

Services

CPV classifications

- 33196200 - Devices for the disabled
- 35121700 - Alarm systems
- 79711000 - Alarm-monitoring services

Contract locations

- UKH - East of England

Information about tenders

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

- 8 tenders received
- 4 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

CHIPTECH INTERNATIONAL LIMITED

- Companies House: 11928721
- Public Procurement Organisation Number: PLNV-3272-CRGN

Palatine Hall

Lancaster

LA1 1PW

United Kingdom

Email: sales@chiptech.com

Website: <http://chiptech.com>

Region: UKD44 - Lancaster and Wyre

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot 1. Solutions for Assistive Technologies Service at Home and Hospital Discharge

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: procurement.team@north-herts.gov.uk

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government