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Award

Technology Enabled Care

Norfolk County Council

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

Notice identifier: 2025/S 000-068334

Procurement identifier (OCID): ocds-h6vhtk-04eb1a ([view related notices](#))

Published 24 October 2025, 4:39pm

Scope

Reference

NCCT43137

Description

The requirement of the Provider will be to deliver a fully managed service encompassing all aspects of Technology Enabled Care to meet our strategic needs.

- The Provider will deliver a scalable service for the provision of equipment and monitoring via a Monitoring and Response Centre (MRS). The equipment service provided will include all aspects of the end-to-end process of ordering and sourcing, installation, maintenance, through to removal and reuse/recycling of equipment.
- The MRS will provide Virtual Care and an alarm monitoring service and contact centre function (which is both reactive and proactive, with a strong focus on the capture and use of data about our service users including the benefits and savings achieved).

Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

Please note that both Norfolk County Council and Suffolk County Council have approved a devolution deal which is expected to lead to the establishment of a Mayoral Combined County Authority with strategic powers, headed by an elected mayor. Subject to the government laying a Statutory Instrument and to its approval by Parliament to formally establish the new combined authority, the first Mayoral election is expected to be in May 2026.

Contract 1. NCCT43137 - Technology Enabled Care

Supplier

- ALCOVE LIMITED

Contract value

- £11,183,028 excluding VAT
- £13,419,633.60 including VAT

Above the relevant threshold

Award decision date

24 October 2025

Date assessment summaries were sent to tenderers

24 October 2025

Standstill period

- End: 4 November 2025
- 8 working days

Earliest date the contract will be signed

5 November 2025

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The Contract may be extended by up to 24 months at the Council's discretion.

Main procurement category

Services

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

Information about tenders

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

Unsuccessful suppliers

- [LIVITY LIFE LIMITED](#)
- [MEDEQUIP ASSISTIVE TECHNOLOGY LIMITED](#)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Suppliers

ALCOVE LIMITED

- Companies House: 09076735
- Public Procurement Organisation Number: PQNR-8862-VNCV

2 Mayfly Way

Colchester

CO7 7WX

United Kingdom

Email: stephen.mckee@alcove.care

Website: <https://www.youralcove.com/>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NCCT43137 - Technology Enabled Care

LIVITY LIFE LIMITED

- Companies House: 13968621
- Public Procurement Organisation Number: PHVM-3482-RMYR

Nutsey Lane, Calmore Industrial Park

Southampton

SO40 3XJ

United Kingdom

Website: <https://www.livitylife.co.uk/>

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

MEDEQUIP ASSISTIVE TECHNOLOGY LIMITED

- Companies House: 04198824
- Public Procurement Organisation Number: PJPC-9373-BVJD

Unit 2 Summit Centre

West Drayton

UB7 0LJ

United Kingdom

Website: <https://www.medequip-uk.com/>

Region: UKI74 - Harrow and Hillingdon

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

