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Award

Community Alarms and Mobile Response Service

The Borough Council of Calderdale

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

Notice identifier: 2025/S 000-071361

Procurement identifier (OCID): ocds-h6vhtk-0518d6 ([view related notices](#))

Published 5 November 2025, 4:00pm

Scope

Reference

2026 CAMRS

Description

This Service covers the provision of a community alarm and mobile response service; comprising of community alarm installations, call monitoring centre, mobile response and, where required, installation, repair, maintenance and decommission of community alarms, telecare/assistive technology, smoke detector and carbon monoxide detectors in Service Users' homes across the Borough of Calderdale. The Provider will work to and meet industry standards as a minimum. The Provider will ensure that a person-centred approach is undertaken at all times. The Provider will ensure that the Service delivered is innovative and creative both in terms of direct delivery and inworking in partnership, as required. The Service will provide: Installation of all Council owned care alarms and linked peripheral equipment, Monitoring of all activations / calls received at the Alarm Response Centre from the care alarms, linked peripheral equipment and GPS devices, Responding to all activations / calls received from the care alarms, linked peripheral equipment and GPS devices where it is deemed that help or support is needed on the ground. Installation, repair, maintenance and decommission of community alarms,

telecare/assistive technology, smoke detector and carbon monoxide detectors in Service Users' homes across the Borough of Calderdale. Introduce a 'Family First' response model for all new customers with a plan to transfer all current customers to the 'Family First' model within 12 months. The Provider is required to approach the delivery of this Service in a proactive manner where Provider Staff will utilise their skills and expertise in responding in the most effective way to the needs of Service Users. This may mean doing the 'little things' for Service Users that will prevent more formal intervention. Please note this is a Social Care service not a security service.

Contract 1. Community Alarms and Mobile Response Service

Supplier

- Careium

Contract value

- £7,611,424 excluding VAT
- £7,611,424 including VAT

Above the relevant threshold

Award decision date

5 November 2025

Date assessment summaries were sent to tenderers

5 November 2025

Standstill period

- End: 18 November 2025
- 10 working days

Earliest date the contract will be signed

19 November 2025

Contract dates (estimated)

- 1 April 2026 to 1 April 2031
- Possible extension to 1 April 2033
- 7 years, 1 day

Description of possible extension:

Contract may be extended for a period or periods of up to 2 years/24 months

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKE44 - Calderdale and Kirklees

Information about tenders

- 3 tenders received
- 1 tender 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
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Careium

- Public Procurement Organisation Number: PLPB-9615-NDDR

Aspinall House, Walker Office Park, Blackburn

Lancashire

BB1 2QE

United Kingdom

Telephone: +44 3003336511

Email: uk.sales@careium.com

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Community Alarms and Mobile Response Service

Contracting authority

The Borough Council of Calderdale

- Public Procurement Organisation Number: PNQT-4842-NXXN

Town Hall, Crossley Street

Halifax

HX1 1UJ

United Kingdom

Contact name: Bob Farr

Telephone: +44 1422393818

Email: bob.farr@calderdale.gov.uk

Website: <https://www.calderdale.gov.uk/v2>

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - sub-central government