

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/072812-2025>

Contract

Assistive Technology, Alarms and Peripherals

Nottingham City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072812

Procurement identifier (OCID): ocds-h6vhtk-0582e6 ([view related notices](#))

Published 11 November 2025, 1:52pm

Scope

Reference

CPU 7181

Description

Nottingham on Call (NoC) is part of Nottingham City Council Housing Services. NoC provides an alarm response service for predominantly older and/or disabled people, including:

- Residents in NCC independent living (sheltered) accommodation
- Residents of other housing organisations' sheltered housing
- Private customers in Nottingham and the Greater Nottingham area

NoC employs 49 FTE staff, based at NCH's Harvey Road site in Bilborough, and provides a complete installation, call monitoring, maintenance and repair and mobile response service, 24 hours a day, 365 days a year. The service utilises a digital-ready Answerlink

operating system and is ready to and to take advantage of the opportunities that digital transformation presents.

Approximately 5,200 of the connections that NoC monitors are via dispersed care alarms, approximately 3,600 of which are digital and 1,600 are analogue. Nottingham on Call continues to seek to expand its operation within the Greater Nottingham and East Midlands locality.

Nottingham City Council Housing Services is seeking to procure replacement digital care alarms and associated peripherals to enable the Nottingham on Call (NoC) service to continue to provide an effective and quality service to its customers ahead of the 2027 PSTN switch off. The service has made over 70% progress towards the digital replacement programme and is looking to partner with a single supplier to complete this process to ensure that best value is achieved. The NoC service is currently seeking to expand its service offer to take advantage of the opportunities that digital connections bring. This includes both mobile care solutions and the ability to provide proactive care through data monitoring. This tender is concerned with the provision of digital alarms to continue our replacement care alarm programme as well as providing a mobile alarm offer.

Commercial tool

Establishes a framework

Framework

Maximum percentage fee charged to suppliers

0%

Framework operation description

Single supplier framework and prices set out in the pricing schedule for the provision of the goods.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Contract 1

Supplier

- CAREIUM UK LIMITED

Contract value

- £1,400,000 excluding VAT
- £1,680,000 including VAT

Above the relevant threshold

Date signed

30 October 2025

Contract dates

- 3 November 2025 to 2 November 2029
- 4 years

Main procurement category

Goods

CPV classifications

- 31625000 - Burglar and fire alarms
- 35121700 - Alarm systems
- 35800000 - Individual and support equipment
- 48000000 - Software package and information systems
- 79711000 - Alarm-monitoring services

Contract locations

- UKF1 - Derbyshire and Nottinghamshire

Key performance indicators

Name	Description
On Time In Full Deliveries	100% of product on time in full according to requirements of the purchase order.
Responsiveness	Supplier items delivered within 10 working days of a complete order being received (for orders of 10 or more items)
Missing Deliveries	Missing deliveries to be delivered within 5 working days of notification

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

CAREIUM UK LIMITED

- Companies House: 04133585
- Public Procurement Organisation Number: PLPB-9615-NDDR

Aspinall House

Blackburn

BB1 2QE

United Kingdom

Email: uk.sales@careium.com

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

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Nottingham City Council

- Public Procurement Organisation Number: PZGG-1891-TDCX

Loxley House, Station Street

Nottingham

NG2 3NG

United Kingdom

Email: procurement@nottinghamcity.gov.uk

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

Region: UKF14 - Nottingham

Organisation type: Public authority - sub-central government