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Pipeline

Tech Enabled Living Service

London Borough of Hackney

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-077617

Procurement identifier (OCID): ocds-h6vhtk-05ea07 ([view related notices](#))

Published 27 November 2025, 11:41am

Scope

Reference

DN792068

Description

The London Borough of Hackney seeks to tender for a new Technology-Enabled Living (TEL) service, comprising equipment, call monitoring, and response service components.

The contract will run for a maximum period of 3 years, with an option to extend for a further 1+1 years.

Total value (estimated)

- £5,200,000 excluding VAT
- £6,300,000 including VAT

Contract dates (estimated)

- 3 August 2026 to 2 August 2029
- Possible extension to 1 August 2031
- 4 years, 11 months, 30 days

Main category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI41 - Hackney and Newham

Submission

Publication date of tender notice (estimated)

1 December 2025

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Above or below total value threshold

Above or equal to threshold

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

London

E8 1DY

United Kingdom

Email: ascprocurement@hackney.gov.uk

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government

