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Tender

Tech Enabled Living Service

London Borough of Hackney

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078571

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

Published 1 December 2025, 3:21pm

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

Above the relevant threshold

Contract dates (estimated)

- 27 August 2026 to 26 August 2029
- Possible extension to 26 August 2031
- 5 years

Description of possible extension:

Option to extend for a further 1+1 years.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI41 - Hackney and Newham

Participation

Legal and financial capacity conditions of participation

Please refer to the Conditions of Participation in the ITT.

Technical ability conditions of participation

Please refer to the Conditions of Participation in the ITT.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Submission type

Requests to participate

Deadline for requests to participate

19 December 2025, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Opportunities/Index?p=2241eb95-058a-e511-80f7-000c29c9ba21&v=1>

To view this opportunity, please select 'London Borough of Hackney' from the drop-down list under Organisations on the web address given above. Please click on the 'Tech

Enabled Living Service' opportunity and follow the instructions on screen.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 April 2026

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

Stage 1: A discrete Conditions of Participation stage and Procurement Specific Questionnaire (including checking Exclusion Grounds).

Stage 2: A single Tendering Round for suppliers that pass Stage 1.

Reduced tendering period

Yes

Light touch contract - no minimum

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