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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

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## **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)

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## **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

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### **Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	60%
Price	Price	40%

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### **Other information**

#### **Conflicts assessment prepared/revised**

Yes

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## **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

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## **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](mailto:ascprocurement@hackney.gov.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government