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Tender

All-Age Technology Enabled Care Service

London Borough of Barking and Dagenham

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

Notice identifier: 2025/S 000-084030

Procurement identifier (OCID): ocds-h6vhtk-059f4e ([view related notices](#))

Published 17 December 2025, 4:16pm

Scope

Description

The London Borough of Barking and Dagenham is commissioning an all-age Technology Enabled Care service to support residents' health, wellbeing and social care needs. The service will be delivered via a hybrid model across two Lots and will be provided by organisations that share our values and are committed to high standards, innovation and continuous improvement.

Our vision is to give residents choice and control, keeping people safe and well at home for as long as possible. TEC should help residents maintain their independence, quality of life and connection to their communities, and be a routine part of how social care support is planned and delivered

Total value (estimated)

- £11,735,000 excluding VAT
- £14,082,000 including VAT

Above the relevant threshold

Main procurement category

Services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Not the same for all lots

CPV classifications and contract dates are shown in Lot sections, because they are not the same for all lots.

Lot 1. Core Service Provision & Innovation

Description

technology catalogue, supply &

install, resident/carer onboarding, 24/7 monitoring and response, device lifecycle,

data platform, operational performance monitoring reporting and evaluation;

technical input to pilots. Communications and practice tool development, support champions networks and impact case studies, in partnership with Lot 2.

Lot value (estimated)

- £11,050,000 excluding VAT
- £13,260,000 including VAT

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2031
- 5 years

Description of possible extension:

If both parties are content the contract can be extended by 2 (two) 12 (twelve) month periods for a total contract period of 5 (five) years in total.

CPV classifications

- 85300000 - Social work and related services
- 32500000 - Telecommunications equipment and supplies
- 51000000 - Installation services (except software)
- 72000000 - IT services: consulting, software development, Internet and support
- 72220000 - Systems and technical consultancy services

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 2. Change Management & Innovation

Description

Technology-First adoption across practice (workforce training/coaching, practice tools and communications); pathway design and continuous improvement; structured innovation pipeline

(discover ? define ? pilot ? evaluate ? scale/stop) with test-and-learn and proportionate evaluation; benefits realisation (baselines, counterfactual, attribution and a monthly benefits ledger) and preparation of Month-18 gateway evidence; service change governance and prioritisation; engagement and co-production to ensure accessibility and inclusion. Provides TEC-focused advisory, convening and evaluation to support adoption and the TEC-focused innovation pipeline, acting as a strategic partner to the Council and Lot 1 on a targeted basis, subordinate to core adoption work; Lot 1 supplies technical due-diligence and safe pilot operations, with agreed routes to scale.

Lot value (estimated)

- £685,000 excluding VAT
- £822,000 including VAT

Contract dates (estimated)

- 1 July 2026 to 31 December 2027
- Possible extension to 30 June 2029
- 3 years

Description of possible extension:

If both parties are content the contract can be extended by 18 (Eighteen) months for a total contract period of 3 (Three) years in total.

CPV classifications

- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 85300000 - Social work and related services

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Core Service Provision & Innovation

Lot 2. Change Management & Innovation

Detailed in the procurement specific questionnaire available at

<https://lbbd.bravosolution.co.uk/>

Technical ability conditions of participation

Lot 1. Core Service Provision & Innovation

Lot 2. Change Management & Innovation

Detailed in the procurement specific questionnaire available at

<https://lbbd.bravosolution.co.uk/>

Particular suitability

Lot 1. Core Service Provision & Innovation

Lot 2. Change Management & Innovation

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

Submission

Enquiry deadline

16 January 2026, 12:00pm

Tender submission deadline

23 January 2026, 12:00pm

Submission address and any special instructions

<https://lbbd.bravosolution.co.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 March 2026

Award criteria

Lot 1. Core Service Provision & Innovation

| Name | Description | Type | Weighting |
|--------------|--|---------|-----------|
| Quality | Method statement questions | Quality | 55% |
| Pricing | Total contract cost calculated by completing the pricing schedule document | Cost | 30% |
| Social value | Social value response | Quality | 10% |

| Name | Description | Type | Weighting |
|--------------|---|-------------|------------------|
| Presentation | The 3 highest scoring bidders from the ITT will be invited to present. Presentation scores will be added to ITT scores to arrive at the most advantageous tender. | Quality | 5% |

Lot 2. Change Management & Innovation

| Name | Description | Type | Weighting |
|--------------|---|-------------|------------------|
| Quality | Method statement questions | Quality | 55% |
| Price | Total contract cost calculated by completing the pricing schedule document | Cost | 30% |
| Social value | Social value response | Quality | 10% |
| Presentation | The 3 highest scoring bidders from the ITT will be invited to present. Presentation scores will be added to ITT scores to arrive at the most advantageous tender. | Quality | 5% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

London Borough of Barking and Dagenham

- Public Procurement Organisation Number: PPYP-9821-RZGJ

Town Hall

Barking

IG11 7LU

United Kingdom

Email: Procurement@lbbd.gov.uk

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

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government