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Planning

CWC25195MW - Telecare Project

Wolverhampton City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084941

Procurement identifier (OCID): ocds-h6vhtk-05fa72

Published 19 December 2025, 1:59pm

Scope

Description

Wolverhampton City Council are conducting a Preliminary Market Engagement for Telecare Services.

Telecare is a preventative service designed to support independent living by providing remote monitoring and emergency response solutions. It enables individuals, particularly older adults and those with vulnerabilities to remain safely in their own homes, reducing reliance on more intensive care services. In Wolverhampton, this is primarily delivered through the provision of personal alarms and pendants connected to an Alarm Receiving Centre (ARC), complemented by a 24-hour physical response service commissioned separately.

The Council is engaging with the market to understand:

- The capability of providers to deliver all or part of the Telecare service.
- Innovative approaches and technologies that can overcome current challenges.
- Potential business models and indicative costs for market-led delivery.

- Opportunities for integration with wider assistive technology ecosystems.

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- 3 years

Main procurement category

Services

CPV classifications

- 35112000 - Rescue and emergency equipment
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

Contract locations

- UKG39 - Wolverhampton

Engagement

Engagement deadline

16 January 2026

Engagement process description

Pre market engagement published via the ProActis Portal, this can be found on the following link: www.wolverhamptontenders.com. Suppliers who would like to participate should complete the questionnaire found within the relevant link and upload as a response to the question found within the "Market Warming" section.

Participation

Particular suitability

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

Contracting authority

Wolverhampton City Council

- Public Procurement Organisation Number: PVBV-7568-LBLL

Civic Centre, St Peter's Square

Wolverhampton

WV1 1SH

United Kingdom

Email: corporate.procurement@wolverhampton.gov.uk

Region: UKG39 - Wolverhampton

Organisation type: Public authority - sub-central government