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Termination

Technology Enabled Care

Norfolk County Council

UK12: Procurement termination notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084956

Procurement identifier (OCID): ocds-h6vhtk-04eb1a ([view related notices](#))

Published 19 December 2025, 2:15pm

Contract 1. NCCT43137 - Technology Enabled Care

This contract will not be signed.

Date of decision not to sign contract

18 December 2025

Reason for not signing contract

The contracting authority could not be confident that it had correctly identified the most advantageous tender.

A letter outlining the reasons for terminating this procurement was provided to all bidders who submitted a final assessed tender.

Supplier

- ALCOVE LIMITED

Contract value

- £11,183,028 excluding VAT
- £13,419,633.60 including VAT

Contract dates

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Supplier

ALCOVE LIMITED

- Companies House: 09076735
- Public Procurement Organisation Number: PQNR-8862-VNCV

2 Mayfly Way

Colchester

CO7 7WX

United Kingdom

Email: stephen.mckee@alcove.care

Website: <https://www.youralcove.com/>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NCCT43137 - Technology Enabled Care

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

