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Award

Ad Hoc Care Technology

Isle of Wight Council

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-006392

Procurement identifier (OCID): ocds-h6vhtk-04e578

Published 20 February 2025, 4:23pm

Section I: Contracting authority/entity

I.1) Name and addresses

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

Contact

Mrs Lucy Chandler

Email

lucy.chandler@iow.gov.uk

Telephone

+44 1983821000

Country

United Kingdom

Region code

UKJ34 - Isle of Wight

Internet address(es)

Main address

<http://www.iow.gov.uk>

Buyer's address

<http://www.iow.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ad Hoc Care Technology

Reference number

DN764656

II.1.2) Main CPV code

- 33000000 - Medical equipments, pharmaceuticals and personal care products

II.1.3) Type of contract

Supplies

II.1.4) Short description

Ad hoc care technology units have been ordered in small batches of approx. 25 units at a time, for

use by vulnerable adults in the community. The units must meet compatibility of the current system platform in order to work.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £557,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKJ34 - Isle of Wight

II.2.4) Description of the procurement

Ad hoc care technology units have been ordered in small batches of approx. 25 units at a time, for

use by vulnerable adults in the community. The units must meet compatibility of the current system platform in order to work. Without the technology equipment, we can't continue to bring in more clients. We are also at risk if there is an issue with an existing clients current lifeline. Without them we are unable to replace If there is a fault. We also have existing Renewals that are due with these providers and failing to renew these will risk the clients lifeline no longer working due to the connection being cut off.

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Ad hoc technology has been procured informally for some time, as and when the service area has required it. There are still some analogue lifelines which we are not able to provide to all our existing or new customers due to the digital switch over which has started to be rolled out across the UK. We have already had a significant number of clients switch from analogue to digital in the last few months meaning we have had to replace the current analogue system with a digital one. We now have 85% of customers with digital lifelines and this is increasing daily. We also have outstanding SIM renewals with these providers which we need to renew as we risk the connections being cut off we do not pay for the renewal leaving our service users at risk without a working lifeline.

The units must meet compatibility of the current system platform in order to work. The units are:

(1) Telealarm TA74 GSM. We issue these to clients who are on our basic packages and don't have any additional equipment to go with their lifeline.

(2) Tunstall smart hubs/ Lifeline digitals. These lifelines work independently from an analogue telephone line to support the digital switchover using mobile Sims. This is starting to be rolled out across the UK. These lifelines are compatible with our Tunstall platform for receiving the calls. We issue these to clients who require additional sensors such as bed sensors, door sensors, fall detectors etc. No other Sim can be used with these lifelines as

the are issued with the lifeline.

(3) Anywhere care footprints- These are independent personal lifeline alarms that work on mobile Sims and GPS signal. These are issued to clients who want to be supported out of the home setting.

In order to regularise this as soon as possible, the Council intends to tender for this provision at the same time as we tender for the platform provision by November 2025. Until then in order to safeguard our clients, we will continue to purchase the required ad hoc equipment whilst we

go through the tendering exercise for both equipment and platform and bring all Wightcare contracts into one place with one timescale to work to – currently there is no systematic approach to contracts in the service which is not efficient. This need to go out to tender is imperative. The main reason for selecting the current suppliers (Telealarm, Tunstall and Anywhere Care) is down to compatibility and outstanding renewals. If we were to go to a different provider that may be compatible with our system, we will need to change out over 1700 lifelines which will come a significant cost and will be very time consuming to our service.

The intention is to start a standstill period on 20 February 2025 which will close midnight on 03 March 2025. Value as stated is approximate whole life cost.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

20 February 2025

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

TELEALARM (UK) LTD

78 Loughborough Road, Quorn

Leicestershire

LE12 8DX

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

TUNSTALL HEALTHCARE (UK) LIMITED

Whitley Bridge

Yorkshire

DN14 0HR

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

ANYWHERE CARE LIMITED

Unit 7 Twin Brook Business Park, Twin Brook Road, Clitheroe

Lancashire

BB7 1QX

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £557,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom