

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007192-2025>

Contract

Provision of a Call Monitoring Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area

Neath Port Talbot County Borough Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-007192

Procurement identifier (OCID): ocids-h6vhtk-047a56

Published 25 February 2025, 4:08pm

Section I: Contracting authority

I.1) Name and addresses

Neath Port Talbot County Borough Council

Civic Centre

Port Talbot

SA13 1PJ

Contact

Wayne Thomas

Email

w.thomas3@npt.gov.uk

Country

United Kingdom

NUTS code

UKL17 - Bridgend and Neath Port Talbot

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0274

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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**

Provision of a Call Monitoring Service and a Mobile Response Service in the Neath Port Talbot Unitary Authority Area

Reference number

CPU24-25-11

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

See description of procurement

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £836,000

II.2) Description

II.2.1) Title

Call Monitoring Service

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Neath Port Talbot Council have made an award for the provision of a Community Call Monitoring Service for the unitary borough area of Neath Port Talbot (NPT). The service will play a key role in our continued approach of supporting greater independence, choice and control so people can live more independently for longer.

The service tendered is a county-wide Call Monitoring Service that aims to respond to alerts raised by around 2400 subscribers at contract start, with Lifeline or and/or other Technology Enabled Care equipment installed. This service will be complimentary by a new, county-wide Mobile Response Service (commissioned as a separate Lot) where both providers will need to seamlessly work together to offer an overall, responsive service to subscribers in Neath Port Talbot.

The Council has been informed there are no TUPE implications for this Lot.

The Service aims to help people to remain living independently in instances where, without additional wrap around support, they may require more intrusive support, such as residential care services.

Lifeline and TEC services can be used by any age group and we are particularly keen to promote the use for older people as part of an overall preventive ageing well approach, and/or targeted at individuals in the over 75 age group. However, TEC can be used by anyone who is vulnerable or at risk, whatever their age, who:

- * is becoming increasingly frail
- * is at risk of falling
- * is struggling to cope at home, and may be regularly admitted to A&E/hospital
- * needs support when dealing with risks in the home such as fire or flood
- * has sensory or physical impairment
- * has special needs such as learning difficulties
- * has cognitive difficulties such as failing memory
- * is an informal or formal carer

Lot 1 - Contract period will be for 4 years with the option to extend up to a further 24 mths subject to agreement and performance.

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Mobile Response Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Neath Port Talbot Council has been unable to make an award for this Lot until longer term collaborative funding is secured.

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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-034606](#)

Section V. Award of contract

Lot No

1

Title

Call Monitoring Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

V.2.3) Name and address of the contractor

Galw Gofal

Conwy County Council, Coed Pella

Colwyn Bay

LL297AZ

Country

United Kingdom

NUTS code

- UKL13 - Conwy and Denbighshire

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

Total value of the contract/lot: £836,000

Section V. Award of contract

Lot No

2

Title

Mobile Response Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(WA Ref:148305)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom