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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): ocds-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](mailto: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](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

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**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

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## **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](#)

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## **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

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**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)

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## **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