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Contract

Lone Worker Protection Services re-procurement

DEPARTMENT OF ENVIRONMENT, FOOD AND RURAL AFFAIRS

F03: Contract award notice

Notice identifier: 2025/S 000-010618

Procurement identifier (OCID): ocds-h6vhtk-0487b4

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Section I: Contracting authority

I.1) Name and addresses

DEPARTMENT OF ENVIRONMENT, FOOD AND RURAL AFFAIRS

Seacole Building, 2 Marsham Street

London

SW1P 4DF

Contact

Eira Coles

Email

eira.coles@defra.gov.uk

Telephone

+44 07342059440

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Buyer's address

<https://defra-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lone Worker Protection Services re-procurement

Reference number

C28084

II.1.2) Main CPV code

- 71317200 - Health and safety services

II.1.3) Type of contract

Services

II.1.4) Short description

Lone Worker Protection services enables DEFRA organisations to meet responsibilities under the Health and Safety at Work Act to ensure, as far as reasonably practicable, the health and safety of all employees requiring Lone Worker protection. Lone Worker Protection services provide DEFRA group Lone Worker Protection with real time monitoring and recording, smartphone app capability and a range of devices that meet specific risk activity needs, along with the provision of a dedicated 24/7/365 Alarm Receiving Centre to facilitate management of emergency situations.

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: £933,191.28

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This procurement replaces the existing contract for the Lone Worker System used across the Defra group, primarily by Environment Agency (EA), Rural Payments Agency (RPA), Natural England (NE) and Animal and Plant Health Agency (APHA) since 2020. We require a solution that will enable DEFRA organisations to meet responsibilities under the Health and Safety at Work Act to ensure, as far as reasonably practicable, the health and safety of all employees requiring Lone Worker protection.

Traditionally the term Lone Worker referred to staff members who work outside of agency premises, often in areas with little or no communication capabilities. This definition has matured to include any staff member who works in an environment that may expose them to risk, inside or outside of agency premises and whether working by themselves or in a team.

Lone workers across the DEFRA group agencies undertake activities that can be unique and varied and carry varying degrees of risk, these can include:

Working alone at DEFRA premises (inside or outside of core hours)

Working in a hazardous environments

Working in remote locations

Enforcement activity carrying risk of confrontation or aggression

For staff working alone, in remote or hazardous environments and/or entering potentially hostile or abusive situations, it is important to have systems in place to ensure that an alarm can be raised if assistance is required. These systems include an appropriate framework of safer systems of work and health and safety procedures, supported by managed solutions involving a range of technologies and a dedicated alarm receiving centre (ARC) to facilitate management of emergency situations that Lone Workers may face.

The selected solution will need to provide DEFRA group Lone Worker Protection that

includes real time monitoring and recording, smartphone app capability and a range of devices that meet specific risk activity needs, national geographic coverage, along with the provision of a dedicated 24/7/365 Alarm Receiving Centre to facilitate management of emergency situations.

The solution will include;

End User Hardware – Lone worker device(s)

Software - smartphone app

Managed Services - alarm receiving centre (ARC), user and system administration

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

Contractual term: Initial three years plus two 12-month extension options (3+1+1)

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-024533](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 February 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Skyguard Limited t/a Peoplesafe

Emerald House, East Street,

Epsom

KT17 1HS

Email

marketing@peoplesafe.co.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04107459

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £935,000

Total value of the contract/lot: £933,191.28

Section VI. Complementary information

VI.3) Additional information

Contractual term: Three years plus two 12-month extension options (3+1+1)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Body

N/A

N/A

N/A

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>