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Award

Emergency Unit Tannoy System

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

CAV-DIR-(25-26) 256

Description

The Emergency Unit currently operates a bespoke Staff Paging and Patient Tannoy Call System that was originally installed approximately fifteen years ago as part of a wider departmental refurbishment. This system enables clinical and operational staff to make voice announcements and call patients to specific areas within the department via paging microphones and telephone paging points.

Over time, the system has become partially non-functional in several zones and does not extend into newer areas of the unit that have been reconfigured or developed since the original installation. As a result, the current arrangement no longer provides full operational coverage or supports current clinical workflow requirements.

To restore full functionality and ensure comprehensive coverage across the expanded department footprint, obsolete equipment will be replaced and new components installed.

These will be integrated with the existing infrastructure. As the system is a bespoke design, compatibility with the existing hardware and software is essential to its operation.

The required works include the supply, installation, and commissioning of the following equipment:

Equipment Schedule

1 off PRSC6 – 480W power amplifier, 6 zones

1 off PRSC5 – 250W slave amplifier

3 off PASC6 – Desk-mounted paging microphones (6 zones + all-call)

1 off BOXC1 – Single-zone paging interface unit (analogue telephone unit)

95 off P100V – Ceiling-mounted speakers with fire dome, 100V line

95 off Backing boards for ceiling speaker installation

The proposal includes zoning the department into up to six paging areas, with paging microphones situated in key reception locations.

The original specialist installer—who designed and fitted the bespoke system—has confirmed immediate availability to undertake these works upon receipt of a purchase order.

Justification Summary

The existing Tannoy and Staff Paging System is a bespoke, non-standard installation that was specifically designed and commissioned by the original specialist supplier.

The system's architecture, components, and configuration are unique, meaning that specialised technical knowledge is required to safely modify, repair, or extend it.

Engaging another supplier would present significant technical, operational, and safety risks, including potential incompatibility with existing equipment or disruption to critical communication services within the Emergency Unit.

The original installer retains exclusive knowledge of the system design, wiring topology, zone configuration, and proprietary component integration, making them the only provider capable of ensuring continuity, safety, and system integrity.

The work requires immediate completion to support the operational needs of the

Emergency Unit, and the specialist installer has confirmed that they can commence the works without delay upon receipt of a purchase order.

Contract 1. Emergency Unit Tannoy System

Supplier

- Care Come Systems (SW) Limited

Contract value

- £32,215 excluding VAT
- £38,657 including VAT

Below the relevant threshold

Earliest date the contract will be signed

27 February 2026

Contract dates (estimated)

- 13 March 2026 to 31 March 2026
- 19 days

Main procurement category

Works

CPV classifications

- 45200000 - Works for complete or part construction and civil engineering work

Contract locations

- UK - United Kingdom
-

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Procedure

Procedure type

Below threshold - without competition

Supplier

Care Come Systems (SW) Limited

- Public Procurement Organisation Number: PQMM-9983-YHWG

Young & Phillips Inspiration House, Cardiff Road, Upper Boat

Pontypridd

CF37 5BH

United Kingdom

Email: info@carecomsystems.co.uk

Region: UKL15 - Central Valleys

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Emergency Unit Tannoy System

Contracting authority

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

- Public Procurement Organisation Number: PXWV-6492-CGMN

4-5 Charnwood Court,

Cardiff

CF14 3UZ

United Kingdom

Contact name: Ben Coughlin

Email: ben.coughlin@wales.nhs.uk

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales