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Contract

Ad Hoc Care Technology

Isle of Wight Council

F03: Contract award notice

Notice identifier: 2025/S 000-015372

Procurement identifier (OCID): ocds-h6vhtk-05038b

Published 15 April 2025, 5:05pm

Section I: Contracting authority

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

The supply of Ad Hoc Care Technology

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

Some of our clients have already had their telephone lines switched from analogue to digital which renders any analogue units unusable in their properties. This is also the same for new clients. We have very few lifelines left in stock and the ones we do have are analogue only. This mean we are unable to provide back-up lifelines to our existing customers if their current one has a fault leaving them without the service they are paying for. We are also unable to grow the service if we do not have lifelines to issue to new clients.

Due to the urgency and need for the equipment this is the quickest way to ensure we are not left with no lifelines to provide for our service. We have used these suppliers for some time as they are compatible with our platform in which we have a contract with. We started to complete a PIF and find frameworks in which are providers use but were unable to find one in

which all 3 providers were on.

The intention is to tender for this provision at the same time as we tender for the platform provision that is currently provided by Tunstall until November 2025. This waiver allows us to continue purchasing 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 inefficient. This need to go out to tender is imperative as, when looking at financial information for the waiver most recently, the spend for ad-hoc equipment exceeded the required £124k over 4 years. This is because of having no formal contract and the changes in management of the service where an audit trail of compliance has not been maintained.

The main reason for selecting these suppliers 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.

A VEAT was issued and a standstill period applied.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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

II.2.14) Additional information

Please note the total spend is £557,000 rather than this amount per supplier.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

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

Explanation:

Some of our clients have already had their telephone lines switched from analogue to digital which renders any analogue units unusable in their properties. This is also the same for new clients. We have very few lifelines left in stock and the ones we do have are analogue only. This means we are unable to provide back-up lifelines to our existing customers if their current one has a fault leaving them without the service they are paying for. We are also unable to grow the service if we do not have lifelines to issue to new clients.

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time consuming to our service.

A VEAT was issued and a standstill period applied.

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

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

TeleAlarm

Hertzstrase 2, Leipzig, Other (Non-UK), 04329, Germany

04329

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor is an SME

No

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

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

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Anywhere Care

Unit 7, Twin Brook Business Park, Twin Brook Rd,

Clitheroe

BB7 1QX

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor is an SME

No

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

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

Section V. Award of contract

Contract No

1

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V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Tunstall Healthcare

Whitley Lodge, Whitley, Goole DN14 0HR

Goole

DN14 OHR

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor is an SME

No

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

Total value of the contract/lot: £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