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Planning

Platform and Equipment used for the Isle of Wight Council's Wightcare Service.

Isle of Wight Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027045

Procurement identifier (OCID): ocids-h6vhtk-0524cb ([view related notices](#))

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Scope

Reference

DN775856

Description

Our Wightcare service is unique on the island as it provides a call handling service along with a Responder Service when people need the physical help of a person. Our Responder Services sets us apart from any other island based provider of services.

We need a tele-alarm call handling platform that is fully digital and has a range of equipment, such as fire alarms in the home or movement sensors (to name a few) that are compatible with the system and fully digital.

Contract dates (estimated)

- 1 November 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 5 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services
- 79500000 - Office-support services
- 79700000 - Investigation and security services

Contract locations

- UKJ34 - Isle of Wight

Engagement

Engagement deadline

7 June 2025

Engagement process description

It is important to note that this is not an invitation to tender, it is strictly a Preliminary Market Engagement Questionnaire, intended to capture market information.

The Authority is engaging with potential suppliers to seek views and feedback to the information provided and questionnaire. This is intended to be used to assist the Authority on deciding the next steps for the procurement of the platform and equipment used for our Wightcare Service.

We need a tele-alarm call handling platform that is fully digital and has a range of equipment, such as fire alarms in the home or movement sensors (to name a few) that are compatible with the system and fully digital.

It is important to note that this is not an invitation to tender, it is strictly a Preliminary Market Engagement Questionnaire, intended to capture market information.

Contracting authority

Isle of Wight Council

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Organisation type: Public authority - sub-central government