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Contract

Personal Safety Device Framework

Suffolk County Council

F20: Modification notice

Notice identifier: 2025/S 000-033545

Procurement identifier (OCID): ocds-h6vhtk-02cd35

Published 19 June 2025, 9:06am

Section I: Contracting authority/entity

I.1) Name and addresses

Suffolk County Council

Endeavour House, 8 Russell Road

Ipswich

IP12BX

Email

gillian.glanville@suffolk.gov.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.suffolk.gov.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Personal Safety Device Framework

Reference number

CD1167-2

II.1.2) Main CPV code

- 71317200 - Health and safety services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

Suffolk County Council procured a single vendor framework for Personal Safety Devices. The Framework will be available for use by Suffolk County Council and other contracting authorities within the UK, including but not limited to Local Authorities, Health, Police, Fire and Rescue, Education, Devolved Administrations, Ambulance Services, Probation Service; Voluntary and Community Sector. The Framework will also be available to any trading organisations wholly owned by Suffolk County Council (or wholly owned by any other Local Authority) or arm's length bodies established by Suffolk County Council (or by

any other Local Authority), provided that those trading organisations or arm's length bodies are themselves a contracting authority. The contract is for the provision of a monitored Lone Worker and Personal Safety solution with devices that allow actuations with appropriate intervention as required and assist staff in carrying out their duties in a safe environment to minimise any risks that working alone involves. Included in this contract is training for all new users of these services. The aim is to provide maximum flexibility for SCC and any other organisations who may choose to use the Framework, in ensuring the personal safety of its employees. We require a range of devices/solutions that can be used by individuals who have differing risk levels in the delivery of their duties. We require devices/solutions that are easy to use and have proportionate escalation methods/routes. Devices/Solutions should be provided for a wide range of needs, roles and risk profiles.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2022/S 000-004091](#)

Section V. Award of contract/concession

Contract No

CD1167-2

Lot No

1

Title

Personal Safety Devices Framework

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

12 January 2022

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Totalmobile Limited

Belfast

Country

United Kingdom

NUTS code

- UKN06 - Belfast

Companies House

NI018486

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £6,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Suffolk County Council

Ipswich

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 71317200 - Health and safety services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

Suffolk County Council has procured a single vendor framework for Personal Safety Devices. The Framework is available for use by Suffolk County Council and other contracting authorities within the UK, including but not limited to Local Authorities, Health, Police, Fire and Rescue, Education, Devolved Administrations, Ambulance Services, Probation Service; Voluntary and Community Sector. The Framework will also be available to any trading organisations wholly owned by Suffolk County Council (or wholly owned by any other Local Authority) or arm's length bodies established by Suffolk County Council (or by any other Local Authority), provided that those trading organisations or arm's length bodies are themselves a contracting authority. The contract is for the provision of a monitored Lone Worker and Personal Safety solution with devices that allow actuations with appropriate intervention as required and assist staff in carrying out their duties in a safe environment to minimise any risks that working alone involves. Included in this contract is training for all new users of these services. The aim is to provide maximum flexibility for SCC and any other organisations who may choose to use the Framework, in ensuring the personal safety of its employees. We require a range of

devices/solutions that can be used by individuals who have differing risk levels in the delivery of their duties. The value of the contract represents the expected value if the framework is used by other contracting bodies.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

31 May 2026

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£6,000,000

VII.1.7) Name and address of the contractor/concessionaire

Totalmobile Limited

Belfast

Country

United Kingdom

NUTS code

- UKN06 - Belfast

Companies House

NI018486

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Extension of six months

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Due to mobile phone networks ceasing to offer 2G and 3G, there is likely to be an impact on personal safety devices which rely on 2G and 3G. Although 4G devices are available, 4G is still not reliable across all parts of Suffolk and the UK, so will require a solution to ensure no loss of signal and service. To thoroughly assess the geographical impact of 2G and 4G availability in Suffolk of bidders solutions for the new Framework, a six month extension is required to the current Framework.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £60,000,000

Total contract value after the modifications

Value excluding VAT: £6,000,000