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Tender

## **Provision of a Platform used for the Isle of Wight Council's Wightcare Services**

Isle of Wight Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034507

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

Published 23 June 2025, 4:46pm

### **Scope**

### **Reference**

DN779425

### **Description**

The requirement is for a tele-alarm call handling platform that is fully digital. The Authorities 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.

### **Total value (estimated)**

- £125,000 excluding VAT
- £150,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

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

Description of possible extension:

Sole discretion of the Authority 12m + 12m

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UKJ34 - Isle of Wight

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## **Submission**

## **Tender submission deadline**

23 July 2025, 2:00pm

## **Submission address and any special instructions**

[www.iow.gov.uk](http://www.iow.gov.uk)

## **Tenders may be submitted electronically**

Yes

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## **Award criteria**

55% Quality

5% Social Value

40% Price

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## Contracting authority

### Isle of Wight Council

- Public Procurement Organisation Number: PGYX-7387-YJXG

County Hall

Newport

PO30 1UD

United Kingdom

Email: [lucy.chandler@iow.gov.uk](mailto:lucy.chandler@iow.gov.uk)

Region: UKJ34 - Isle of Wight

Organisation type: Public authority - sub-central government