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Award

Provision of Loan Working Devices and Monitoring Services

PHOENIX COMMUNITY HOUSING ASSOCIATION (BELLINGHAM AND DOWNHAM) LIMITED

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

Notice identifier: 2025/S 000-044016

Procurement identifier (OCID): ocds-h6vhtk-056870

Published 29 July 2025, 5:12pm

Scope

Reference

0001

Description

Justification for Direct Award under the Procurement Act 2023

Title: Provision of Lone Working Devices and Monitoring Services - Reliance High-Tech Ltd

Contract Value: £41,636.16 (over 3 years)

Contracting Authority: Phoenix Community Housing

Supplier: Reliance High-Tech Ltd

1. Background and Requirement

Phoenix currently uses Reliance High-Tech Ltd to provide lone worker monitoring services for 87 staff devices. These services are essential to ensure the safety and wellbeing of employees working alone or in potentially high-risk environments. The current devices and service arrangements are embedded in our operational protocols.

To meet increased operational demand, we require an additional 60 devices, bringing the total number to 147. The supplier will continue to monitor and support all devices remotely and provide replacements on a like-for-like basis. Devices will be delivered to the Green Man Offices.

2. Procurement Act 2023 Justification for Direct Award

This contract falls below the threshold for full competitive tendering under the Procurement Act 2023. However, we are providing this justification in line with principles of transparency, value for money, and operational continuity.

The proposed direct award is justified under Section 41(3) (below-threshold contracts) and Section 43 (direct award circumstances) due to:

Continuity of Service (Section 43(1)(a) - Technical Compatibility): The continued use of the same supplier avoids disruptions and compatibility issues between monitoring systems, devices, and user training. Introducing a different supplier at this stage would result in dual systems, increased cost, and complexity.

Low Contract Value: The total contract value (£41,636.16 over three years) is significantly below the relevant threshold for goods and services (£213,477 incl. VAT as of 2025).

Urgency and Operational Necessity: The additional 60 devices are urgently required to meet staff safety obligations, and a change in provider would require a procurement and implementation lead time that poses risk to operational continuity and staff welfare.

3. Contract Details

Duration: 3 years

Monthly Value: £1,156.56

Annual Value: £13,878.72

Total Value: £41,636.16

Devices Covered: 87 existing (with replacements) + 60 new = 147 total

Delivery Location: Phoenix Community Housing Office

Support: Remote monitoring and technical support

4. Value for Money and Risk Management

Reliance High-Tech Ltd has demonstrated consistent performance and responsiveness during the current term. The proposed pricing for the expanded service is competitive and offers continuity with no retraining or dual-system costs. The risk of disruption from changing supplier is disproportionate to the potential marginal savings from a retender.

Contract 1

Supplier

- RELIANCE HIGH-TECH LIMITED

Contract value

- £41,636.16 including VAT

Below the relevant threshold

Earliest date the contract will be signed

14 August 2025

Contract dates (estimated)

- 14 August 2025 to 14 August 2028

- Possible extension to 14 August 2029
- 4 years, 1 day

Description of possible extension:

Reason is with regards to the technology and the transfer of information to another supplier. We may also want to extend the newer 60 devices and not the 87 older devices - VFM, continuity of service, no break in covering staff H&S.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

As above option would be to extend for 1 year only. Circumstances would be continuity of service. Handover, etc., to possible new service provider.

CPV classifications

- 71317200 - Health and safety services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)

- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Particular suitability

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

Procedure

Procedure type

Below threshold - without competition

Supplier

RELIANCE HIGH-TECH LIMITED

- Companies House: 02025063
- Public Procurement Organisation Number: PWNV-6466-BTGL

6 The Enterprise Centre

Bracknell

RG12 1NF

United Kingdom

Telephone: 08008407121

Email: info@reliancehightech.co.uk

Website: <http://www.reliancehightech.co.uk>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

PHOENIX COMMUNITY HOUSING ASSOCIATION (BELLINGHAM AND DOWNHAM) LIMITED

- Companies House: IP30057R
- Public Procurement Organisation Number: PWGM-1832-ZTDL

The Green Man, 355 Bromley Road

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SE6 2RP

United Kingdom

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Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government