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Award

Technology Enabled Care Mobile Responder Services 2025

West Sussex County Council

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

Notice identifier: 2025/S 000-044241

Procurement identifier (OCID): ocids-h6vhtk-0568f9

Published 30 July 2025, 12:43pm

Scope

Reference

C21034

Description

Technology Enabled Care Mobile Responder Services helps to support individuals in managing their health, wellbeing, and independence. The service is for older and disabled people living in their own homes within West Sussex.

Contract 1. Technology Enabled Care Mobile Responder Services 2025

Supplier

- [BDS \(Northern\) Ltd](#)

Contract value

- £540,000 excluding VAT
- £648,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

31 July 2025

Contract dates (estimated)

- 1 August 2025 to 31 July 2027
- Possible extension to 31 July 2028
- 3 years

Description of possible extension:

Up to 12 month extension

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Participation

Particular suitability

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

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The continuation of the Technology Enabled Care services is strictly necessary to ensure the safety, wellbeing, and independence of vulnerable individuals, including elderly residents and those with disabilities. These services are critical to preventing hospital admissions, safeguarding lives, and supporting independent living. The urgency has arisen due to an unexpected termination of the existing contract, which has resulted in an immediate cessation of services. This event was unforeseen and occurred without prior warning, leaving the Council insufficient time to conduct a compliant competitive procedure. The situation is unavoidable and demands immediate action to prevent serious harm to service users who rely on the service for emergency support and daily monitoring. Given the abrupt nature of the existing contract termination, any delay in appointing a replacement Provider would result in a critical gap in this provision, exposing vulnerable individuals to significant risk. The urgency has not arisen due to any delay, omission, or poor planning on the part of the Council. The current contract termination and immediate cessation of services was unforeseen and outside the Council's control.

Supplier

BDS (Northern) Ltd

- Companies House: 06070164

10 Staith Lane, Mapplewell

Barnsley

S75 6GT

United Kingdom

Email: louise.ibberson@bdsmobileresponse.co.uk

Region: UKE31 - Barnsley, Doncaster and Rotherham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Technology Enabled Care Mobile Responder Services 2025

Contracting authority

West Sussex County Council

- Public Procurement Organisation Number: PXJW-5627-QRQR

County Hall, West Street

Chichester

PO19 1RQ

United Kingdom

Contact name: Procurement and Contract Management Team

Email: bsdprocurement@westsussex.gov.uk

Website: <https://www.westsussex.gov.uk/default.aspx>

Region: UKJ27 - West Sussex (South West)

Organisation type: Public authority - sub-central government