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Award

Integrated community equipment services

Buckinghamshire Council

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Notice identifier: 2025/S 000-044710

Procurement identifier (OCID): ocds-h6vhtk-056a1a ([view related notices](#))

Published 31 July 2025, 12:22pm

Scope

Reference

DN784132

Description

This contract is for the provision of a Buckinghamshire Integrated Community Equipment Services (BICES) through the appointment of a single provider delivering those services as required.

Buckinghamshire Council (BC) and the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) have statutory duties to provide community equipment services for people with health and social care needs.

The awarded supplier shall contract with BC, as the lead commissioner, on behalf of both BC and the BOB ICB.

The services will cover the supply, installation and maintenance of mobility and daily living aids, adaptations and technology enabled care. It shall also include the collection of items no longer required, recycling of equipment and robust data gathering to support contract

management.

This service will ensure that residents in Buckinghamshire, who have either healthcare or social care needs (or a combination of both) are provided with high quality equipment, aids and/or adaptations that enable them to stay independent and live healthy lives for longer, and crucially to remain at home rather than requiring formal social and healthcare support.

Contract 1. Integrated Community Equipment Services

Supplier

- MILLBROOK HEALTHCARE LTD

Contract value

- £50,000,000 excluding VAT
- £60,000,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 July 2025

Contract dates (estimated)

- 31 July 2025 to 30 July 2028

- 3 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ13 - Buckinghamshire CC

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The Council was notified at the end of June 2025 of a possible event occurring on or before 31 July 2025, which, if it were to happen as notified, would cause serious and significant disruption to the delivery of a critical service (the Imminent Event). The impact of any disruption to that service caused by the Imminent Event would be severe, and would result in significant risk to the health and wellbeing of service users, including a potential risk of death. The services are critical to the delivery of health and social care services across Buckinghamshire and the Council has a statutory obligation to ensure that they are delivered effectively and continuously, to a high standard, to service users.

The Council therefore began making preparations for alternative arrangements to ensure continuity of service after 31 July 2025, and continued those preparations as the likelihood of the Imminent Event occurring increased.

As the Imminent Event is still expected to occur as notified, the Council considers that a direct award is justified in all the circumstances on the basis of extreme and unavoidable urgency. The situation giving rise to the need for a direct award was not foreseeable or attributable in any way to the Council, and there was not sufficient time for a competitive tendering procedure to be conducted prior to 31 July 2025 given the complexity and scale of the services required.

Supplier

MILLBROOK HEALTHCARE LTD

- Public Procurement Organisation Number: PXMQ-4279-NRYQ

Nutsey Lane Calmore Ind Estate,

Southampton

SO40 3XJ

United Kingdom

Email: contracts@millbrookhealthcare.co.uk

Region: UKJ36 - Central Hampshire

Contract 1. Integrated Community Equipment Services

Contracting authority

Buckinghamshire Council

- Public Procurement Organisation Number: PCLJ-2677-YQXD

Walton Street Offices

Aylesbury

HP20 1UA

United Kingdom

Contact name: Ann Spence

Email: procurement@buckinghamshire.gov.uk

Website: <https://www.buckinghamshire.gov.uk>

Region: UKJ13 - Buckinghamshire CC

Organisation type: Public authority - sub-central government