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Award

Careline Service for North East Essex

Tendring District Council

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

Notice identifier: 2025/S 000-044938

Procurement identifier (OCID): ocds-h6vhtk-056aa5 ([view related notices](#))

Published 31 July 2025, 5:08pm

Scope

Reference

EPP0273

Description

The transfer of Tendring Careline's Service, circa 1,200 existing service-users to the expanded Helpline service provided by Amphora on 1 August 2025.

Contract 1. Careline Service for North East Essex

Supplier

- COLCHESTER AMPHORA TRADING LIMITED

Contract value

- £400,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 July 2025

Contract dates (estimated)

- 1 August 2025 to 31 March 2028
- 2 years, 8 months

Main procurement category

Services

CPV classifications

- 75100000 - Administration services
- 75200000 - Provision of services to the community
- 79622000 - Supply services of domestic help personnel
- 92222000 - Closed circuit television services

- 98513310 - Home-help services

Contract locations

- UKH3 - Essex

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons
- Extreme and unavoidable urgency

Direct Award Justification: Colchester Amphora Trading Limited

Tendring District Council ('the Council') has a requirement for a monitoring, response, and lifting service to be provided to fee-paying Tendring residents and the tenants of its own sheltered housing schemes; along with a CCTV monitoring service and Out of Hours call-handling service that together maintain the range of services currently and previously provided by the Council's 'Careline' service. As a member of the North East Essex Health and Wellbeing Alliance, working in partnership with fellow local authorities and health bodies, the Council requires the provision of these services to align with the Alliance's aims and objectives for an integrated health system approach.

Colchester Amphora Trading Limited (Amphora) is a subsidiary of Colchester City Council's wholly-owned arms length trading company Colchester Commercial (Holdings) Limited. It provides the 'Helpline' service which is identical to Careline in respect of its combined provision of a monitoring, response, and lifting service; CCTV monitoring; and Out of Hours call-handling service. As a local-authority owned company, Amphora has established relationships with key public sector partners engaged in the activity of the North East Essex Health and Wellbeing Alliance, as well as the Police in respect of CCTV monitoring and Colchester City Council in the provision of Out of Hours call-handling - which are integral in respect of future proposals for Local Government Reorganisation which, by 2028, will see Tendring District Council, Colchester City Council, Essex County Council and potentially other neighbouring district Councils merge to form a new Unitary authority with statutory responsibilities, amongst other things, for adult social care.

Through market analysis at the time for determining the award of the contract, Amphora was found to be the only provider capable of delivering the full range of services to the required standard and within an appropriate timeframe that would align with the aims and objectives of the North East Essex Health and Wellbeing Alliance and the direction of travel in respect of Local Government Reorganisation. The Council's view is that the services cannot be disaggregated and provided separately; significant inefficiencies and

negative staff resourcing implications would arise for the Council from disaggregation. The delivery of the Service must be in place by 1 August 2025 to ensure uninterrupted service continuity to the older and vulnerable residents (Service Users).

Accordingly the Council has decided to make a direct award to Amphora pursuant to Paragraphs 5 and 6, Schedule 5 of the Procurement Act, in that the Council has determined accordingly that a) competition for the Services is absent for technical reasons and b) due to exclusive rights held by Amphora including its relationship to Colchester City Council and, by extension, the North East Essex health and Wellbeing Alliance, only Amphora can supply the full range of services to the required standard and within the required timescales.

Supplier

COLCHESTER AMPHORA TRADING LIMITED

- Companies House: 10799072

Rowan House, 33 Sheepen Road

Colchester

CO3 3WG

United Kingdom

Email: Alistair.wilson@colchesteramphora.com

Website: <http://www.amphora-trading.co.uk>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Careline Service for North East Essex

Contracting authority

Tendring District Council

- Public Procurement Organisation Number: PPWL-8775-PCGW

Town Hall

Clacton-on-Sea

CO15 1SE

United Kingdom

Email: procurement@tendringdc.gov.uk

Region: UKH34 - Essex Haven Gateway

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Essex County Council

Summary of their role in this procurement: Undertaking the Notices on behalf of Tendring District Council

- Public Procurement Organisation Number: PWVM-4844-NRQH

County Hall, Market Road

Chelmsford

CM1 1QH

United Kingdom

Email: ProcurementSandA@essex.gov.uk

Region: UKH36 - Heart of Essex

Contact organisation

Contact Tendring District Council for any enquiries.