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Planning

Lone Worker Solutions

Caerphilly County Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045054

Procurement identifier (OCID): ocds-h6vhtk-056af0

Published 1 August 2025, 9:56am

Scope

Description

Caerphilly County Borough Council is conducting a pre market engagement exercise to gather information on current and emerging lone worker safety solutions. This RFI is intended to inform the Council's understanding of available technologies and services in preparation for potential future procurement activity.

The Council currently has a contract in place for lone worker safety solutions until 30 April 2026. The existing provision includes a combination of fob-style devices and mobile applications installed on employees' smartphones.

Approximately 150 employees across various departments-including Housing, Environmental Health, and Trading Standards-are currently using the system.

The Council is seeking to: - Understand the range of lone worker safety solutions currently available in the market. - Explore innovative technologies that enhance lone worker protection. - Assess the scalability, integration capabilities, and user experience of available solutions. - Identify potential suppliers for future procurement opportunities.

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL16 - Gwent Valleys

Engagement

Engagement deadline

1 September 2025

Engagement process description

Interested suppliers are invited to respond with information addressing the following areas:

Company Overview

Company background and relevant experience.

Existing clients in the public sector (if applicable).

Product/Service Description

Overview of lone worker devices and/or software solutions.

Key features (e.g., GPS tracking, panic alerts, two-way communication, fall detection).

Compatibility with mobile platforms (iOS/Android) and wearable devices.

Innovation and Differentiation

Unique features or innovations.

Integration with other systems (e.g., HR, incident reporting, emergency services).

Support and Maintenance

Service levels and support arrangements.

Training and onboarding processes.

Data Security and Compliance

Approach to data protection and GDPR compliance.

Hosting arrangements (e.g., cloud-based, on-premise).

Commercial Information

Indicative pricing models (e.g., per user, per device).

Contractual flexibility and licensing options.

Please submit your response electronically to: Jessica Thomas
(thomaj11@caerphilly.gov.uk) by 23:59 on Monday 01 September 2025.

Responses should be no more than 5 pages in length and may include supporting brochures or product sheets as appendices.

This RFI is issued solely for information-gathering purposes and does not constitute a commitment to procure any goods or services. The Council is not liable for any costs incurred by respondents in the preparation or submission of responses.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

3 November 2025

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

United Kingdom

Contact name: Jessica Thomas

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Website: <http://www.caerphilly.gov.uk>

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales