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Contract

Provision of a Platform used for the Isle of Wight Council's Wightcare Services

Isle of Wight Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-063698

Procurement identifier (OCID): ocds-h6vhtk-0524cb ([view related notices](#))

Published 9 October 2025, 12:51pm

Scope

Reference

DN779425

Description

The requirement is for a tele-alarm call handling platform that is fully digital. The Authorities Wightcare service is unique on the island as it provides a call handling service along with a Responder Service when people need the physical help of a person. Our Responder Services sets us apart from any other island based provider of services.

Contract 1. Provision of a Platform used for the Isle of Wight Council's Wightcare Services

Supplier

- E.NOVATION UK LIMITED TRADING AS ENOVATION

Contract value

- £146,927 excluding VAT
- £176,312 including VAT

Below the relevant threshold

Date signed

26 September 2025

Contract dates

- 1 November 2025 to 31 October 2028
- 3 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

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

Contract locations

- UKJ34 - Isle of Wight

Key performance indicators

Name

Response Times

Uptime / System availability

None

Procedure

Procedure type

Below threshold - open competition

Supplier

E.NOVATION UK LIMITED TRADING AS ENOVATION

- Companies House: 04253883
- Public Procurement Organisation Number: PNGR-3571-PPMM

17 Link 665 Business Centre Todd Hall Road

Rosendale

BB4 5HU

United Kingdom

Email: sales.uk@novationgroup.com

Website: <http://www.novationgroup.com>

Region: UKD46 - East Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of a Platform used for the Isle of Wight Council's Wightcare Services

Contracting authority

Isle of Wight Council

- Public Procurement Organisation Number: PGYX-7387-YJXG

County Hall

Newport

PO30 1UD

United Kingdom

Email: lucy.chandler@iow.gov.uk

Region: UKJ34 - Isle of Wight

Organisation type: Public authority - sub-central government