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Contract

Wightcare Assisted Technology Equipment

Isle of Wight Council

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

Notice identifier: 2025/S 000-073598

Procurement identifier (OCID): ocds-h6vhtk-05d783 ([view related notices](#))

Published 13 November 2025, 2:44pm

Scope

Reference

DN794756

Description

The provision of telecare equipment to customers in their own homes, such as fall sensors, epilepsy monitors, GPS Trackers, Alarm call boxes, pendants and wrist bands to alert when attention is required, medication dispensers.

The direct awards to the three suppliers start from 01 Dec 2025 - 30 Nov 2028. However the cost of £576,891.85 takes into account ad hoc purchases from Jan 2024 - now as well as the intended direct awards. Details as follows:

Prior to Jan 2024 Unknown - no formal agreement (ad hoc)

Jan 24-25 £85,250.00 ex VAT Agreed via internal waiver

Jan 25 - now £85,250.00 ex VAT (ad hoc)

01 Dec 2025 - 30 Nov 2028 £406,391.85 ex VAT Direct Awards to 3 suppliers -

Anywhere Care (value £18,460.00 PA /£55,380.00 over 3 years)

Telealarm (£47,525.00 PA / £142,575.00 over 3 years) and

Tunstall (£69,478.95 PA / £208,436.85 over 3 years).

Compatibility and continuity issues. Relying on Schedule 5 of the Procurement Act 2023 which provides us with the justifications for direct awarding.

The following conditions are met in relation to the public contract-(a) due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and (b)there are no reasonable alternatives to those goods, services or works."

This is because the 3 suppliers have their equipment already installed in homes, and so the requirement would need to be compatible with what is already in place in order to work and fulfil need. (e.g. if a Telealarm piece of equipment is in situ and it needs something else to go alongside, it will have to be Telealarm to work)

Contract 1. Wightcare Assisted Technology Equipment #1

Supplier

- ANYWHERE CARE LIMITED

Contract value

- £55,380 excluding VAT
- £66,456 including VAT

Below the relevant threshold

Date signed

12 November 2025

Contract dates

- 1 December 2025 to 30 November 2028
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

Contract locations

- UKJ34 - Isle of Wight
-

Contract 2. Telealarm (UK) Ltd**Supplier**

- TeleAlarm Europe GmbH

Contract value

- £142,575 excluding VAT
- £171,090 including VAT

Below the relevant threshold

Date signed

12 November 2025

Contract dates

- 1 December 2025 to 30 November 2028
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

Contract locations

- UKJ34 - Isle of Wight
-

Contract 3. Wightcare Assisted Technology Equipment #3

Supplier

- Tunstall Healthcare (UK) Limited

Contract value

- £208,436.85 excluding VAT
- £250,124.22 including VAT

Above the relevant threshold

Date signed

12 November 2025

Contract dates

- 1 December 2025 to 30 November 2028
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

Contract locations

- UKJ34 - Isle of Wight

Justification for not setting key performance indicators

N/A

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

Compatibility and continuity issues. Relying on Schedule 5 of the Procurement Act 2023 which provides us with the justifications for direct awarding.

The following conditions are met in relation to the public contract-(a) due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and (b)there are no reasonable alternatives to those goods, services or works."

This is because the 3 suppliers have their equipment already installed in homes, and so the requirement would need to be compatible with what is already in place in order to work and fulfil need. (e.g. if a Telealarm piece of equipment is in situ and it needs something else to go alongside, it will have to be Telealarm to work).

Suppliers

ANYWHERE CARE LIMITED

- Companies House: 11102856
- Public Procurement Organisation Number: PPRQ-1962-TXNZ

Unit 7 Twin Brook Business Park

Clitheroe

BB7 1QX

United Kingdom

Email: sales@anywherecare.co.uk

Website: <https://www.anywherergroup.co.uk/>

Region: UKD45 - Mid Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Wightcare Assisted Technology Equipment #1

TeleAlarm Europe GmbH

- Public Procurement Organisation Number: PDBQ-4236-VVCQ

Torgauer Straße 231

Leipzig

04347

Germany

Email: chris.stuart@telealarm.com

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

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 2. Telealarm (UK) Ltd

Tunstall Healthcare (UK) Limited

- Companies House: 13322491
- Public Procurement Organisation Number: PBWN-8159-DQRZ

Whitley Lodge, Whitley Bridge

Yorkshire

DN14 0HR

United Kingdom

Email: bids@tunstall.com

Website: <https://www.tunstall.co.uk/>

Region: UKE22 - North Yorkshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Wightcare Assisted Technology Equipment #3

Contracting authority

Isle of Wight Council

- Public Procurement Organisation Number: PGYX-7387-YJXG

County Hall

Newport

PO30 1UD

United Kingdom

Email: procurement@iow.gov.uk

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

Region: UKJ34 - Isle of Wight

Organisation type: Public authority - sub-central government