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Contract

Technology Enabled Care 2025

West Sussex County Council

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

Notice identifier: 2025/S 000-078352

Procurement identifier (OCID): ocids-h6vhtk-0568f8 ([view related notices](#))

Published 1 December 2025, 9:57am

Scope

Reference

C21029

Description

West Sussex County Council's Technology Enabled Care service provision. The Technology Enabled Care service supports individuals in managing their health, wellbeing, and independence. This service is for older and disabled people living in their own homes within West Sussex.

Contract 1. Technology Enabled Care 2025

Supplier

- Livity Life Limited

Contract value

- £4,048,800 excluding VAT
- £4,858,560 including VAT

Above the relevant threshold

Date signed

8 August 2025

Contract dates

- 8 August 2025 to 31 July 2027
- Possible extension to 31 July 2028
- 2 years, 11 months, 24 days

Description of possible extension:

Up to a 12 month extension period.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ27 - West Sussex (South West)
- UKJ28 - West Sussex (North East)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The continuation of the Technology Enabled Care services is strictly necessary to ensure the safety, wellbeing, and independence of vulnerable individuals, including elderly residents and those with disabilities. These services are critical to preventing hospital admissions, safeguarding lives, and supporting independent living. The urgency has arisen due to an unexpected termination of the existing contract, which has resulted in an immediate cessation of services. This event was unforeseen and occurred without prior warning, leaving the Council insufficient time to conduct a compliant competitive procedure. The situation is unavoidable and demands immediate action to prevent serious harm to service users who rely on the service for emergency support and daily monitoring. Given the abrupt nature of the existing contract termination, any delay in appointing a replacement Provider would result in a critical gap in this provision, exposing vulnerable individuals to significant risk. The urgency has not arisen due to any delay, omission, or poor planning on the part of the Council. The current contract termination and immediate cessation of services was unforeseen and outside the Council's control.

Supplier

Livity Life Limited

- Companies House: 13968621

Nutsey Lane, Calmore Industrial Park,

Southampton

SO40 3XJ

United Kingdom

Email: contactus@livitylife.co.uk

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

West Sussex County Council

- Public Procurement Organisation Number: PXJW-5627-QRQR

County Hall, West Street

Chichester

PO19 1RQ

United Kingdom

Email: BSDProcurement@westsussex.gov.uk

Region: UKJ27 - West Sussex (South West)

Organisation type: Public authority - sub-central government