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Tender

Personal Safety Device Framework

Suffolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082572

Procurement identifier (OCID): ocds-h6vhtk-05f50c

Published 12 December 2025, 3:05pm

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Scope

Reference

PA0031

Description

Suffolk County Council wishes to procure a single vendor framework for Personal Safety Devices. The Framework will be available for use by Suffolk County Council, including any trading organisations wholly owned by the Council; arm's length bodies established by the Council and other public contracting authorities within the UK, including but not limited to: district and borough councils; Mayoral Authorities; Unitary Authorities; County Councils; Police; Fire and Rescue Services; Ambulance Services, Probation Service; Health Authorities; Voluntary and Community Sector; Higher and Further Educational establishments; Schools; Free schools, Academies and Pupil Referral Units.

The contract is for the provision of a monitored Lone Worker and Personal Safety solution, with devices that allow actuations with appropriate intervention as required,

assisting staff in carrying out their duties safely, and minimising additional risks associated with working alone. Included in this contract is training for all users of these services. Included in this contract is training for all users of these services.

The aim is to provide maximum flexibility for SCC and any other organisations who may choose to use the Framework, in ensuring the personal safety of its employees. We require a range of devices and solutions that can be used by individuals who have differing risk levels in the delivery of their duties.

We require devices and solutions that are easy to use and have proportionate escalation methods and routes. Devices and solutions should be provided for a wide range of needs, roles and risk profiles.

This opportunity is available in the `Current Tenders` area of portal. Interested parties are invited to express their interest to gain full access to the tender documentation. The deadline date for submissions of the tender is 16th January 2026 at 12:00 (noon). Please note late returns will NOT be permitted. The deadline for clarification questions is 2nd January 2026 at 5pm which must be generated via the correspondence option on the website. The total framework value is up to £4,000,000 (excluding VAT).

Commercial tool

Establishes a framework

Total value (estimated)

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2030
- 4 years

Main procurement category

Services

CPV classifications

- 71317200 - Health and safety services

Contract locations

- UK - United Kingdom

Framework

Maximum number of suppliers

1

Maximum percentage fee charged to suppliers

0%

Framework operation description

As detailed in the tender documentation.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

The Framework will be available for use by Suffolk County Council, including any trading organisations wholly owned by the Council; arm's length bodies established by the Council and other public contracting authorities within the UK, including but not limited to: district and borough councils; Mayoral Authorities; Unitary Authorities; County Councils; Police; Fire and Rescue Services; Ambulance Services, Probation Service; Health Authorities; Voluntary and Community Sector; Higher and Further Educational establishments; Schools; Free schools, Academies and Pupil Referral Units.

Contracting authority location restrictions

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

A minimum Creditsafe credit reference agency score of 50 is required at the time of evaluation. If this threshold is not met (or a Creditsafe score cannot be obtained), the contracting authority may conduct a more detailed assessment - such as ratio analysis - using other financial information.

Technical ability conditions of participation

Procurement specific requirements:

1. Do you offer devices/solutions that are operable and fully functional at all times, in all locations, in all weather conditions, and where there is little or no mobile signal?
2. Do you provide monitoring of all live devices and solutions 24 hours a day, 7 days a week and 365 days a year?
3. Is the Alarm Receiving Centre (ARC) accredited to BS9518:2021 and BS EN 50518:2019+A1:2023 Remote centres receiving signals from fire and security systems (or equivalent)?
4. Is your organisation and Sub-Contractors certified to BS8484:2022 Lone Worker Industry Standard (or equivalent)?
5. Is the organisation delivering the Alarm Receiving Centre services certified to BS7858:2019 Security screening of individuals employed in a security environment (or equivalent)?
6. Please confirm that you can provide a range of products to meet the needs of High, Medium and Low risk Users and provide the support response by way of an Alarm Receiving Centre and appropriate escalation processes.
7. Are you and any contractors or Sub Contractors certified to ISO/IEC 27001:2022 (or equivalent)?

Other COPs:

UK General Data Protection Regulations

- Tenderer does not pose a Data Protection risk to the Council (that cannot be mitigated).

Organisational standards

-Tenderer provides evidence demonstrating how they can meet the specified organisational qualifications or standards

Experience of sub-contractor management

- Tenderer provides evidence demonstrating how they have previously maintained healthy supply chains with their sub-contractor(s) (if applicable).

Health and safety

- Tenderer provides their H&S Policy Statement together with an explanation of their H&S arrangements (which should follow a recognised H&S Management system).

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Enquiry deadline

2 January 2026, 5:00pm

Tender submission deadline

16 January 2026, 12:00pm

Submission address and any special instructions

www.suffolksourcing.uk

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

11 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 November 2029

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Cost	Cost	40%

Other information**Description of risks to contract performance**

Suffolk County Council has joined the government's Devolution Priority Programme (DPP), a fast-track programme towards devolution and local government reorganisation.

Under the DPP it is proposed that:

- a) a Mayoral Combined County Authority (MCCA) for Norfolk and Suffolk is established, with strategic powers and headed by an elected mayor ("Devolution").
- b) the existing two-tier council structure in Suffolk is abolished and replaced with one or more unitary councils covering the current geographical boundary of Suffolk ("LGR").

It is possible that both, one or neither of these changes will happen. These changes are declared as known risks as we do not yet know the implications of Devolution and/or LGR.

As a result of LGR and Devolution, contract modifications may be necessary to novate,

transfer or disaggregate the contract from the one you entered into to one or more successor authorities or the MCAA. Impacts could include changes to geographical boundaries, significant increases and/or decreases in the goods and/or services required due to the change in size/scope of any successor authority or the MCAA. This may also change the scope of the contract

Interested Parties should refer to the Invitation to Tender and Contract Terms for the Known Risks.

Contract novation, transfer or disaggregation to one or more Successor Authorities or the MCAA within the current geographical boundary of Suffolk.

Contract novation, transfer or disaggregation to one or more Successor Authorities or the MCAA outside the current geographical boundary of Suffolk.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

An F01: Prior information notice was published on 24 January 2025, 11:50am.

Notice identifier: 2025/S 000-002502

Procurement identifier (OCID): ocds-h6vhtk-04d602

Contracting authority

Suffolk County Council

- Public Procurement Organisation Number: PHVH-1657-HHMV

Endeavour House, 8 Russell Road

Ipswich

IP1 2BX

United Kingdom

Contact name: Michelle Youngs

Email: michelle.youngs@suffolk.gov.uk

Region: UKH14 - Suffolk

Organisation type: Public authority - sub-central government