

Start date

**13th February 2023**

End date

**12th February 2027**

FTS/OJEU reference number

**20221011-000004 (2022/S  
000-028600)**

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## contact

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## Lone Worker Protection Framework

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### What's covered?

The Lone Worker Protection framework from PfH is an all-encompassing solution that will enable lone workers to feel safe and protected whilst on business. The awarded suppliers on this framework can offer a range of technologies and services.

This is a multi-supplier framework, offering great saving opportunities, the primary object of this contract is to provide PfH Members with a flexible Lone Worker Protection framework agreement.

The key features of the framework include but are not limited to:

- National geographical coverage to supply Lone Worker Protection to a potential 900+ PfH Members (including those with multiple sites) in England, Wales & Northern Ireland.
  - A core list of Lone Worker Protection items including but not limited to Standard Dedicated Device, Dedicated Device with GPS Dedicated Device with ManDown. Standard Mobile Application, Mobile Application with GPS, Mobile Application with ManDown. Plus, the provision of associated hardware, smart watches, devices and SIMs.
  - The provision of access to a comprehensive Alarm Receiving Centre, accredited to BS 8484:2016 or BS EN 50518:2019. Staffed with appropriately trained responders to assess and process alarms. Additionally, have a full business continuity plan so that their service can be resumed within 120 minutes in the event of a breach.
  - Device Trial options to PfH members to aid Lone Worker decision making, i.e. a minimum of 30 days with up to 10 devices plus the usage of an associated portal.
  - Comprehensive implementation support, including dedicated point of contact who will coordinate contract implementation with PfH members, arrange despatch and delivery of dedicated devices in line with member requirements, and facilitate portal access and initial user set up. Including portal access profile, for example users and management.
  - Comprehensive device and portal training, including but not limited to train the trainer/ group sessions, to be delivered remotely or face to face.
  - Additional general lone worker safety training, including the provision of bespoke training.
  - Product warranty to be valid in line with continued member subscription periods.
  - Product associated accessories to be available to PfH members for the length of the subscription period.
  - Complete and comprehensive reporting capabilities via a dedicated portal.
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## Lot structure

The framework will consist of 1 Lot as detailed below.

### Lot 1 - Lone Worker Protection and Associated Products and Services

PfH have appointed six (6) Suppliers to Lot 1, all covering the products and services detailed above.

The intention of this framework is to allow members to call off, either via a direct award, or via a further competition process.

## Suppliers

Rank	Lot 1 Lone Worker Protection and Associated Services
1	Skyguard Limited T/A Peoplesafe
2	Orbis Protect Limited
3	Oysta Technology Limited
4	CPR Global Tech Limited
5	Careline Security Limited
6	Lone Worker Solutions Limited T/A Totalmobile

## Tender & evaluation process

Lone Worker Protection and Associated Services replaces our previous Lone Worker Framework which is the result of an extensive pre-tender engagement exercise carried out to ensure that it is aligned as closely as possible with our Members requirements.

The first stage of the exercise was to gather information from existing and potential PfH Members around their current demands for lone worker protection. From the discussions and information gathered, along with market analysis, it was agreed that the new framework needed continue to offer members the same level of choice regarding lone worker protection, and additional personal safety extras. As such the framework comprises of a single lot structure combining both dedicated devices and mobile application, with the addition of pre-owned devices.

7 suppliers submitted a bid and 6 passed the selection stage. All lots were evaluated based on a 40:60 price / quality split, and a minimum quality threshold of 30% was set. The documents were advertised on the UK Find a Tender Service (FTS) as an open procedure. The contract notice was issued on 10th October 2022.

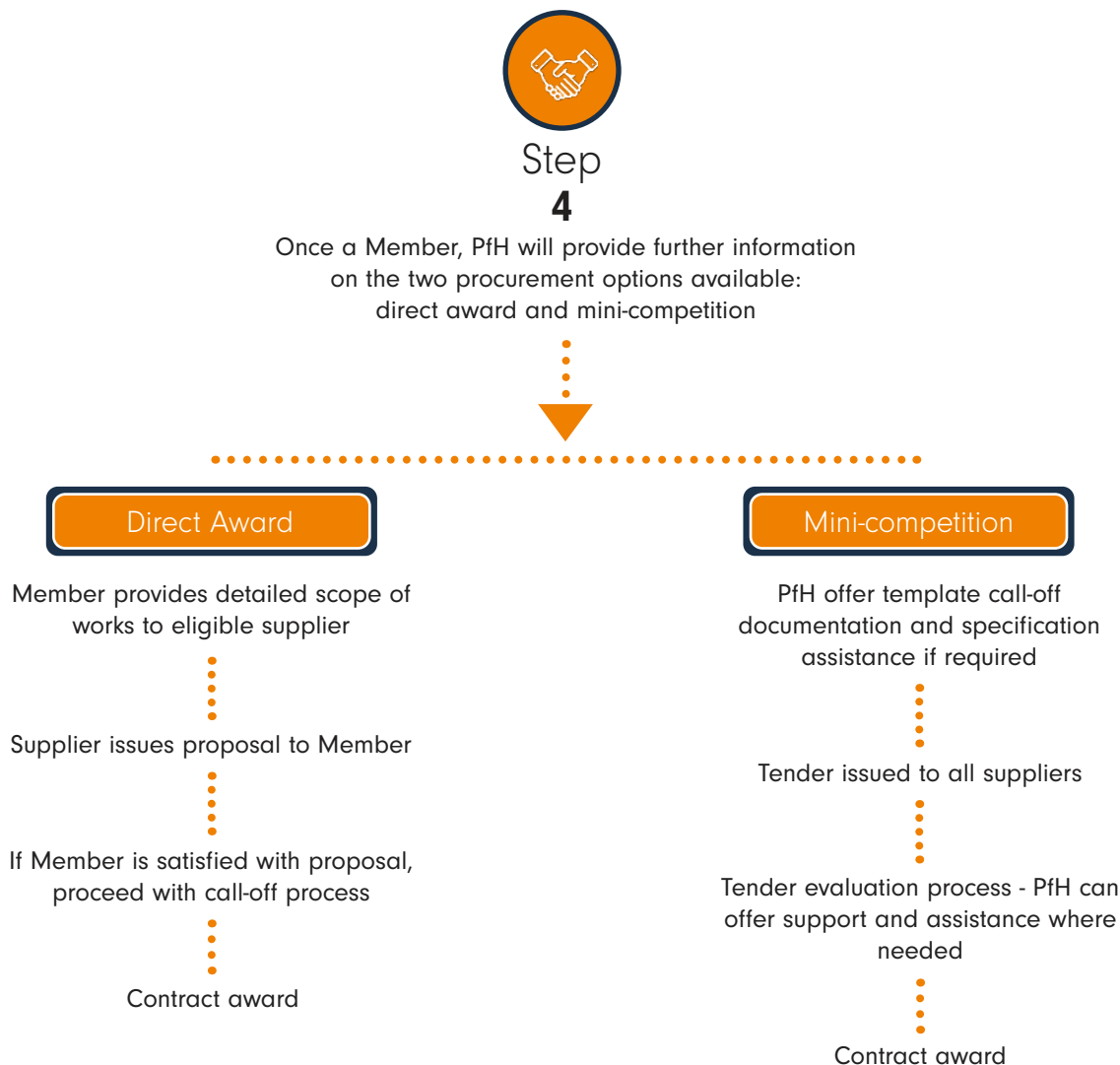
## Benefits /value delivered

- Guaranteed savings against previous framework iteration with top ranked supplier
- Industry leading alarm response commitment, generating a faster response for the vulnerable
- Suppliers provide dedicated services that are compliant with BS8484, BS5979, ISO9001, BS EN 50518:2019.
- Multi Network SIM to further protect Lone Workers
- Free device trials
- Comprehensive device training as standard
- Smart phone based Lone Worker applications compatible with multiple operating systems
- Robust price increase protection policy which is managed by Procurement for Housing
- Streamlined device swaps to lower total cost
- Standard call-off accepted by all suppliers
- Enables side by side device comparison via mini competition which PfH will arrange and process on your behalf
- All suppliers are able to work with incumbent devices where owned, reducing the total cost
- Interconnectivity with the PfH Telecoms framework to enable sourcing of mobile solutions where required

## How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements; providing hands on category expertise and support to aid the delivery of an optimal contract environment. We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs. Our bespoke platforms and data rich environment enables us to interrogate contracts to give you to tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line

## How to access the framework



## Who can use the framework?

This Framework may be used by any contracting authority referred to in the FTS Notice and/or listed below:

- PfH Members
- Registered Social Landlords
- Local Authorities
- Arm's Length Management Organisations
- Police Scotland
- Scottish Fire & Rescue
- Universities & Further Education Establishments
- Registered Charities
- Subsidiaries of the above

## Not a Member? Not a problem

Membership is open to all Scottish housing associations and local authorities, regardless of size. Once signed up, Members can access any of our procurement services from frameworks, to consultancy, to data services.

**[Click here](#) for more information on how to become a PfH Member.**



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