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Tender

## **Look Ahead Care & Support - Case Management Software**

Look Ahead Care and Support

F02: Contract notice

Notice identifier: 2025/S 000-000674

Procurement identifier (OCID): ocds-h6vhtk-04ce9e

Published 9 January 2025, 1:47pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Look Ahead Care and Support

Cally Yard, 439 Caledonian Road

London

N7 9BG

#### **Contact**

Christopher Barber

#### **Email**

[ChristopherBarber@lookahead.org.uk](mailto:ChristopherBarber@lookahead.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.lookahead.org.uk/>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA29828](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA29828)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.mytenders.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.mytenders.co.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Look Ahead Care & Support - Case Management Software

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The purpose of this tender is to identify a suitable supplier to provide a robust Case Management System that provides Look Ahead with a digital, centralised platform for recording, tracking, and managing the support that is provided to Look Ahead's customers.

Look Ahead would like to engage with a technology company who:

-Can deliver a software solution that is fit for purpose and already used in the social care sector

-Can provide a solution that is easy to use and feature rich

-Understand the specific needs of the services that Look Ahead offer i.e. providing care and support to young people, people who are homeless and people with learning disabilities or mental health issues and how the proposed system will enable/improve that service

-Will support Look Ahead with the roll out and implementation of the software, including supporting with training

-Will partner with Look Ahead over the lifetime of the contract to ensure the implemented system works effectively and drives value for the organisation, its end users and its customers

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,800,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 72000000 - IT services: consulting, software development, Internet and support

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

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Look Ahead would like to engage with a technology company who:

-Can deliver a software solution that is fit for purpose and already used in the social care sector

-Can provide a solution that is easy to use and feature rich

-Understand the specific needs of the services that Look Ahead offer i.e. providing care and support to young people, people who are homeless and people with learning disabilities or mental health issues and how the proposed system will enable/improve that service

-Will support Look Ahead with the roll out and implementation of the software, including supporting with training

-Will partner with Look Ahead over the lifetime of the contract to ensure the implemented system works effectively and drives value for the organisation, its end users and its

customers

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The tender and contract on offer is for an initial term of 36 months with the possibility of extending for a further 24 months. Therefore the total contract length is up to 60 months or 5 years.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

10 February 2025

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

10 February 2025

Local time

1:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

[https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=233441](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=233441).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:233441)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>