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Tender

Residential Care Homes Digital Social Care Records System

London Borough of Waltham Forest

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

Notice identifier: 2026/S 000-002707

Procurement identifier (OCID): ocids-h6vhtk-0604c0

Published 13 January 2026, 2:25pm

Scope

Reference

DN802877

Description

The London Borough of Waltham Forest seeks to procure a Digital Social Care Records (DSCR) system to replace paper-based records and improve governance, compliance, and care quality across its in-house services. The system will support three CQC-registered Residential Care Homes: George Mason Lodge, Mapleton Road, and Alliston House. These homes provide 24-hour support for personal care needs such as bathing, dressing, and meals. Each facility is registered and regularly inspected by the Care Quality Commission (CQC). The homes aim to offer safe, comfortable environments for older adults, with staff available to assist residents and ensure high standards of care and wellbeing. The homes are registered for people over the age of 65 and for service users living with dementia. The DSCR system must enable accurate, timely, and secure recording of care activities, support regulatory compliance, and enhance operational efficiency.

Total value (estimated)

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 5 years

Description of possible extension:

The contract may be extended for up to two additional periods of 12 months each.

Options

The right to additional purchases while the contract is valid.

The buyer has the option to extend the contract duration.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 85000000 - Health and social work services

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

Details are specified in the ITQ document

Particular suitability

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

Submission

Enquiry deadline

2 February 2026, 5:00pm

Tender submission deadline

8 February 2026, 11:30pm

Submission address and any special instructions

<https://procontract.due-north.com/Login>

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Quality	This criterion assesses the extent to which suppliers meet the defined requirements (business and technical) and responses to method statements. Details are specified in the ITQ document.	Quality	90.00%
Price	This criterion assesses the suppliers price. Details are specified in the ITQ document.	Price	10.00%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

<https://procontract.due-north.com/Login>

<https://procontract.due-north.com/Login>

Contracting authority

London Borough of Waltham Forest

- Public Procurement Organisation Number: PPJN-6757-NZZZ

Waltham Forest Town Hall

Walthamstow

E17 4JF

United Kingdom

Contact name: Ashley Heslop

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

Region: UKI53 - Redbridge and Waltham Forest

Organisation type: Public authority - sub-central government