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Contract

Tender for STAR Call Monitoring and Care Planning

Sandwell Metropolitan Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-005535

Procurement identifier (OCID): ocids-h6vhtk-04a2ff

Published 18 February 2025, 11:00am

Section I: Contracting authority

I.1) Name and addresses

Sandwell Metropolitan Borough Council

Sandwell Council House, Freeth Street

Oldbury

B69 3DB

Contact

Shanara Begum

Email

shanara_begum@sandwell.gov.uk

Country

United Kingdom

NUTS code

UKG37 - Sandwell

Internet address(es)

Main address

www.sandwell.gov.uk

Buyer's address

www.sandwell.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for STAR Call Monitoring and Care Planning

Reference number

SMBC 24037

II.1.2) Main CPV code

- 48311000 - Document management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Sandwell Metropolitan Borough Council (the Council) is a unitary, metropolitan authority located in the West Midlands. SMBC is made of 6 towns (West Bromwich, Oldbury, Tipton, Wednesbury, Smethwick, Rowley Regis). SMBC employs over 4500 people. The Borough Council of Sandwell (the Council) wished to invite interested parties ("Tenderers") to participate in a Tender exercise to establish a single supplier for the provision of a STAR (Short Term Assessment and Reablement) Call monitoring and Care Planning System("the Invitation to Tender")

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £250,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48311000 - Document management software package
- 48332000 - Scheduling software package

- 48517000 - IT software package
- 48311100 - Document management system

II.2.3) Place of performance

NUTS codes

- UKG37 - Sandwell

II.2.4) Description of the procurement

Please refer to the ITT documents

II.2.5) Award criteria

Price

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

II.2.14) Additional information

Please note that this is a two year contract with the option to extend for a further 1 (one) plus 1 (one) years.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-030710](#)

Section V. Award of contract

Contract No

SMBC 24037

Title

STAR Call Monitoring and Care Planning

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 February 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

OneTouch Telecare Ltd t/a OneTouch Health

Unit 9 Howley Square, Main Street Oranmore

Co Galway

H9 XDC2

Country

Ireland

NUTS code

- IE - Ireland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £250,000

Total value of the contract/lot: £99,760

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom