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Award

R5874 Social Care Application Hosting - Support and Maintenance

Tower Hamlets

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-006336

Procurement identifier (OCID): ocids-h6vhtk-03ae14

Published 3 March 2023, 3:22pm

Section I: Contracting authority/entity

I.1) Name and addresses

Tower Hamlets

Mulberry Place, 5 Clove Crescent, Town Hall

London

E14 2BG

Contact

Mr Neil Ward

Email

Neil.Ward@towerhamlets.gov.uk

Telephone

+44 2073645000

Country

United Kingdom

Region code

UK14 - Inner London – East

Internet address(es)

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.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

R5874 Social Care Application Hosting - Support and Maintenance

Reference number

DN646920

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Mayor and Burgesses of the London Borough of Tower Hamlets intend to enter into a contract with the Access Group in respect of the service described below. The proposed contract term is 3 years with three options to extend by 3 years (A full potential term of 12 years).

The Mosaic application is the case management system used by the Council's Adult and Children's Social Care services. The application is essential for the tracking and delivery of social care services in Tower Hamlets. The contract is for the hosting, support and maintenance of the Mosaic application.

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: £4,241,636

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

II.2.4) Description of the procurement

The Mosaic application is the case management system used by the Council's Adult and Children's Social Care services. The application is essential for the tracking and delivery of social care services in Tower Hamlets. The contract is for the hosting, support and maintenance of the Mosaic application.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

This award is lawful in accordance with regulation 32(2)(b)(II) because competition is absent for technical reasons. The council has used the Mosaic case management system in support of its Social Care Services for some years. A considerable amount of Council resources have been invested in implementing modules and integrating the application with the council's direct social care service provision such that it would be impossible for the council to procure an alternative economic operator for the provision of a social care application at this time. Only the current economic operator can provide the required, continuity and integration with the council's statutory social care provision. the contract will run for 12 years (3+3+3+3)

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

1 March 2023

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

The Access Group

The Armstrong Building 10 Orchard Drive

Loughborough

LE11 3QF

Country

United Kingdom

NUTS code

- UKI4 - Inner London – East

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £4,241,636

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Tower Hamlets

London

Country

United Kingdom