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Planning

## **1055 - Unpaid Carers Virtual/Digital Service Offer**

Essex County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-007508

Procurement identifier (OCID): ocids-h6vhtk-0446ce

Published 8 March 2024, 12:46pm

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

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

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

#### **Contact**

Mr Barry Messenger

#### **Email**

[ICT@essex.gov.uk](mailto:ICT@essex.gov.uk)

#### **Telephone**

+44 333

#### **Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.gov.uk/>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

1055 - Unpaid Carers Virtual/Digital Service Offer

Reference number

DN714495

**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**

Essex County Council currently commission a range of services to support unpaid carers, such as specialist information advice and support. Alongside this, Essex County Council are proposing to procure services of a virtual / Digital offer, which compliments by targeting and promoting the local and national support for carers, through technology and online methods of communication. The virtual offer provides this through engaging digital content and tools which are easily accessible to carers regardless of location, person circumstances and time restraints, and to build resilience in carers through the following methods:

- Harnessing the wisdom, knowledge, and experience of carers to support each other in their caring role;
- Strategic use of technology to identify and support carers at scale;
- Facilitating carer-to-carer self-support;
- Designing online services to ensure a high-quality experience.

The aims and objectives of the services are as follows:

- To support carers to sustain their caring role where they are happy and able to do so;
- To support carers to maintain their own quality of life by focusing on their health and wellbeing outside of their caring responsibilities;
- To support carers to plan;
- To work with statutory and voluntary agencies to recognise and respect carers as expert partners;
- To promote networks of support for carers;
- To support carers to navigate the health and social care system, and select the best solutions for them;
- To take an enabling and goal-focused approach building on what carers can do for themselves;

- To support Essex County Council to deliver its requirements of the Care Act 2014 by preventing, reducing, and delaying needs.

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

Value excluding VAT: £500,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 72000000 - IT services: consulting, software development, Internet and support
  - AA01 - Metal

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

NUTS codes

- UKH3 - Essex

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

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- To support carers to plan;
- To work with statutory and voluntary agencies to recognise and respect carers as expert partners;
- To promote networks of support for carers;
- To support carers to navigate the health and social care system, and select the best solutions for them;
- To take an enabling and goal-focused approach building on what carers can do for themselves;
- To support Essex County Council to deliver its requirements of the Care Act 2014 by preventing, reducing, and delaying needs.

#### **II.2.6) Estimated value**

Value excluding VAT: £500,000

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

This contract is subject to renewal

Yes

Description of renewals

There would be the facility to extend the contract by an additional 24 months

#### **II.3) Estimated date of publication of contract notice**

8 March 2024

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### **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

