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Planning

Electronic Call Monitoring System Notice

Stoke on Trent City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009024

Procurement identifier (OCID): ocds-h6vhtk-04ec3d

Published 12 March 2025, 2:48pm

Scope

Description

Stoke-on-Trent City Council are preparing to initiate a procurement process for the future provision of services for Electronic Call Monitoring for Enablement.

Electronic call monitoring system provides home care agencies with the ability to record the times, locations and activities of all care worker visits, giving assurance that no visits were missed and helping to safeguard both clients and staff.

Our internal service is currently supporting clients overall, each of whom have access to emergency response and support services delivered between 7am-10.30pm, 365 days of the year.

We require a system that;

- monitors and schedules calls
- offers digital care planning, provides alerts to inform us of any issues with the carer

- Stores information relating to the client and staff. Training, Skills mix for each staff to ensure they are trained to attend the adults needs.
- Can interface with Liquid Logic
- Provides the licenses, with an adequate number of people who will need access

The council wishes to continue fulfilling its current services to the same high standard, though recognises the need to engage with the innovative providers within the market to better understand the wider offer which may be available in an ever-developing digital service area.

If you are interested in any further discussions regarding this notice, please contact Deon.Wynter@stoke.gov.uk, with the reference 'Electronic Call Monitoring System Notice' where additional details can be discussed.

Total value (estimated)

- £285,000 excluding VAT
- £342,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2030
- 5 years

Main procurement category

Goods

CPV classifications

- 33195000 - Patient-monitoring system
- 48518000 - Emulation software package
- 63000000 - Supporting and auxiliary transport services; travel agencies services

Contract locations

- UKJ - South East (England)

Engagement

Engagement deadline

28 March 2025

Engagement process description

Estimated contract start date from 01/10/2025

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

29 April 2025

Contracting authority

Stoke on Trent City Council

- Public Procurement Organisation Number: PDQZ-1442-RZTZ

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Region: UKG23 - Stoke-on-Trent

Organisation type: Public authority - sub-central government