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Contract

## **AMCV 318 - Digital Support Service for Unpaid Carers**

Shropshire Council

F03: Contract award notice

Notice identifier: 2024/S 000-010770

Procurement identifier (OCID): ocds-h6vhtk-042b95

Published 3 April 2024, 2:05pm

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

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

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

#### **Contact**

Procurement

#### **Email**

[procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

#### **Telephone**

+44 1743252992

**Country**

United Kingdom

**Region code**

UKG22 - Shropshire CC

**Internet address(es)**

Main address

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**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**

AMCV 318 - Digital Support Service for Unpaid Carers

Reference number

AMCV 318

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

### **II.1.4) Short description**

This is a contract award notice for the appointed bidder to work alongside our existing Carer Support Services to use digital tools to expand our engagement with unpaid adult Carers, parent Carers and young adult Carers in Shropshire. The Service Provider will enable us to reach Carers with appropriate advice and support at a stage before they feel the need to look to statutory services for support and promote resilience. The Service Provider will bring extensive experience of unpaid and family caring, expertise in the professional support of unpaid carers and a range of digital engagement tools and resources. The design of the Service will be as inclusive as possible, recognising that not having a computer and a broadband connection can be a barrier to accessing digital services, and mobile phones are used. The digital systems should be as simple and user-friendly as possible.

### **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: £220,500

## **II.2) Description**

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

NUTS codes

- UKG22 - Shropshire CC

Main site or place of performance

Shropshire CC

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

Introduction to The Council Shropshire is the largest landlocked county in England with a population of 323,600 residents. People over the age of 65 represent 25.3% of the total population. 29,704 people aged 5 years and over identify as a carer. Shropshire comprises 1,235 square miles and is classified as largely rural with 57.2% of residents living in rural areas. It has the County town of Shrewsbury and 16 market towns: Albrighton, Bishops Castle, Bridgnorth, Broseley, Church Stretton, Cleobury Mortimer, Craven Arms, Ellesmere, Highley, Ludlow, Market Drayton, Much Wenlock, Oswestry, Shifnal, Wem, Whitchurch. Facts and figures about Shropshire can be found [here](#). Brief Description of Services

Shropshire Council wishes to appoint a Service Provider who will work alongside our existing Carer Support Services to use digital tools to expand our engagement with unpaid adult Carers, parent Carers and young adult Carers in Shropshire. The Service Provider will enable us to reach Carers with appropriate advice and support at a stage before they feel the need to look to statutory services for support and promote resilience. The Service Provider will bring extensive experience of unpaid and family caring, expertise in the professional support of unpaid carers and a range of digital engagement tools and resources. The design of the Service will be as inclusive as possible, recognising that not having a computer and a broadband connection can be a barrier to accessing digital services, and mobile phones are used. The digital systems should be as simple and user-friendly as possible. The service has a maximum budget of £73,500 per year, and the contract will be for an initial period of two years, with the option to extend by a further one year. Background Information Shropshire Council's All Age Carer Strategy 2022-2027 (AACS) was developed to provide an outline of a holistic approach to supporting carers and will support the achievement of outcomes in the Shropshire Plan 2022-25, particularly relating to the strategic objectives within the priority Healthy People: •Tackling inequalities •Early interventions •Partnerships •Self-responsibility The Shropshire All Age Carer Strategy 2022-2027 (AACS) outlined 7 key priorities based on subjects' carers have informed us means the most to them and will make the biggest difference to their lives.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

### **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

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-000597](#)

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## **Section V. Award of contract**

### **Contract No**

AMCV 318

### **Title**

Digital Support Service for Unpaid Carers

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

14 March 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 5

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: 5

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

### **V.2.3) Name and address of the contractor**

Mobilise Care Ltd

International House, 64 Nile Street

London

N1 7SR

Country

United Kingdom

NUTS code

- UKG22 - Shropshire CC

National registration number

11896322

Internet address

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

The contractor is an SME

Yes

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

Total value of the contract/lot: £220,500

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=850474200>

GO Reference: GO-202443-PRO-25662191

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

[procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

Telephone

+44 1743252992

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

[procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

Country

United Kingdom

Internet address

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**VI.4.4) Service from which information about the review procedure may be obtained**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Telephone

+44 1743252992

Country

United Kingdom