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Award

Electronic Homecare Monitoring and Scheduling System

Gateshead Borough Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010795

Procurement identifier (OCID): ocds-h6vhtk-05e45a ([view related notices](#))

Published 6 February 2026, 10:07am

Scope

Reference

OPEN20251970

Description

Gateshead Council is looking to modernise its current electronic monitoring solution for the Domiciliary Care & PRIME (People Regaining Independence by Means of Enablement) Service. Gateshead Council is committed to providing high quality social care and support services for people to enable them to remain at home as independently as possible.

We are seeking to procure a fully managed secure Cloud-based electronic care monitoring solution which will include a fully integrated core solution and a care worker mobile application (mobile app) that will

- Optimise the deployment of contracted workers
- Reduce the time spent by Service Support Workers on visit allocation by at least 55%

- The solution should eliminate duplication of tasks and processes by offering an all-in-one solution that integrates care planning and recording, medication management, and care visit scheduling.
 - It must streamline workflows by reducing the need for manual duplication, especially where current solutions lack full integration and fail to automatically transfer essential information.
 - When data is input into the solution it must be pulled through to auto populate linked records/areas within the solution to stop the re-entering of the same data and streamline the process.
 - Maximises workforce capacity
 - Will provide robust reporting capabilities on service user progress, team performance, and individual worker outcomes
 - Have the provision to keep all digital records stored within it securely.
 - Will support the Council with quality assurance, provide evidence and reporting measures to identify outcomes and progress, enabling prompt action for any issues identified.
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Contract 1

Supplier

- ONETOUCHTELECARE LIMITED

Contract value

- £233,568 including VAT

Above the relevant threshold

Award decision date

6 February 2026

Date assessment summaries were sent to tenderers

6 February 2026

Standstill period

- End: 17 February 2026
- 8 working days

Earliest date the contract will be signed

18 February 2026

Contract dates (estimated)

- 18 February 2026 to 17 February 2031
- Possible extension to 17 February 2035
- 9 years

Description of possible extension:

The contract may be extended if the new solution is working to the levels required and attaining the required KPIs.

There are 2 x 24 month extension periods available.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

There are options to include additional modules if deemed necessary by the Council to improve functionality, effectiveness and service delivery.

There are options to include integrations with other Council or third party systems if required.

CPV classifications

- 48100000 - Industry specific software package

Contract locations

- UKC22 - Tyneside

Information about tenders

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)

- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

ONETOUCHTELECARE LIMITED

- Companies House: BR018124
- Public Procurement Organisation Number: PYJD-3815-LYVL

Unit 9, Howley Square

Galway

H91XDC2

Ireland

Email: hayley@onetouchhealth.net

Website: <https://www.onetouchhealth.net/>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Gateshead Borough Council

- UK Register of Learning Providers (UKPRN number): 10002639
- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

NE8 1HH

United Kingdom

Email: procurement@gateshead.gov.uk

Website: <https://www.gateshead.gov.uk/article/31230/Learning-and-Skills>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government

