This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/013631-2023

Planning

Electronic Call Monitoring and Scheduling Solution

LONDON BOROUGH OF NEWHAM

F01: Prior information notice
Prior information only
Notice identifier: 2023/S 000-013631
Procurement identifier (OCID): ocds-h6vhtk-03c867
Published 12 May 2023, 3:47pm

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF NEWHAM

Building 1000,Dockside Road

LONDON

E162QU

Email

eprocurement@onesource.co.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

https://www.newham.gov.uk/

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000002089195

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Electronic Call Monitoring and Scheduling Solution

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

This is a market engagement invitation, not an invitation to tender.

The London Borough of Newham would like to share upcoming plans to publish a procurement for Electronic Call Monitoring and Scheduling Solution:

• Newham Council currently has 24 Providers on its independent Living and Support Services (ILSS) Framework, delivering bespoke care and support that maintains and improves wellbeing, independence and resilience appropriate to individual Customer circumstances, prevailing state of health, and personal aspirations - to live a full a life as possible: safe and independent at home.

• The council mandates that providers on its ILSS framework use its procured Electronic Call Monitoring (ECM) system as a core requirement, to ensure the successful delivery and assurance of the service contract. This is used to log calls made in resident's homes and other locations in the community. It is used by the Council to review Providers' performance under the contract, match commissioned care hours to the actual hours delivered, and to generate automatic invoices for Providers in Finance Manager.

• Newham Council are seeking to procure an ECM system that includes the following components:

o Electronic Medications Administrations Record System

o Electronic Call Logging

o Family and Friends Portal

o Invoicing and Payment

o Reporting

It would also be beneficial but not essential if your solution can also provide one or both of these elements:

o Scheduling

o Care planning

We would like to hear from potential providers interested in delivering these services, to inform the planning of our procurement process.

Market Engagement Details

If you feel that your organisation has the ability and experience to help us deliver some, or all of the above objectives then please complete the attached provider questionnaire and return to Abi.Ogundipe@newham.gov.uk by 30th May 2023.

To access the Market Testing form please go to the Contracts Finder notice via the link here and access the attachment:

https://www.contractsfinder.service.gov.uk/Notice/9bc5436c-6d5a-4a14-a2dd-6bd50e64a 42e

Relevant providers will then be invited to attend a Market Engagement event being held on the 29th of June 2023.

Please note that it is not a mandatory requirement to attend the market engagement event, you will still be able to submit a bid when the tender is published. Likewise, if you have already participated in a similar market engagement session then there is no obligation for you to express an interest in the events.

It is anticipated that the tender will be published in a few months' time via oracle Fusion. A contract notice will be published in due course.

The tendering exercise will be undertaken using the electronic tendering system 'Oracle Fusion' to participate please ensure that your company has registered on Oracle Fusion via the link below.

https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=3000 00002089195

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

II.2.4) Description of the procurement

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II.3) Estimated date of publication of contract notice

20 July 2023

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

Section VI. Complementary information

VI.3) Additional information

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