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Contract

Care and People Planning Software for Reablement and Sensory Services

Essex Cares Limited

F03: Contract award notice

Notice identifier: 2025/S 000-014914

Procurement identifier (OCID): ocids-h6vhtk-05025f

Published 14 April 2025, 12:08pm

Section I: Contracting authority

I.1) Name and addresses

Essex Cares Limited

Seax House

Chelmsford

CM11QH

Contact

Karen Tucciarone

Email

karen.tucciarone2@essexcares.org

Fax

+44 3330133406

Country

United Kingdom

Region code

UKH3 - Essex

Companies House

06723149

Internet address(es)

Main address

www.ecl.org

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

Care and People Planning Software for Reablement and Sensory Services

Reference number

0070

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Provision of system for Essex Cares Limited Regulated and Sensory operations

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: £348,300

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

Main site or place of performance

Seax House

Victoria Road South

Chelmsford

Essex

CM1 1QH

II.2.4) Description of the procurement

The Services include:

- The software functionality is detailed on www.carelinelive.com. Within the procurement process, CareLineLive have submitted responses to Essex Cares' enquiries about the functionality achievable by CareLineLive and not all the requirements listed in Schedule 1 of the Agreement are provided for by the current CareLineLive solution. Responses detailed in Schedule 1 of the Agreement.
- Unlimited Management Platform (scheduling system) licences.
- 1050 Carer Companion mobile app licences.
- Unlimited Care Circle (Family Portal) licences.
- Real only access to the database associated with the 'live' CareLineLive environment for Essex Cares Limited.
- 1 x additional CareLineLive environment to be used for testing/learning ('staging' environment).
- All initial onboarding and training for the usage of CareLineLive
- All day to day support for the usage of CareLineLive.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

This Call-Off Contract can be extended by the Buyer for One period of up to 12 months.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This procurement was concluded using the Crown Commercial Services (CCS) Framework Agreement (RM1557.14).

CCS templates were used in order to create a long list of potential suppliers. The conformance scope of requirements enabled ECL to sift these suppliers to a manageable short list who were invited to demonstrate their software.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

ecm_10429

Title

Care and People Planning Software for Reablement and Sensory Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2025

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

MAS Group

Bolney Place, Cowford Road

Bolney, Haywards Heath

RH17 5QT

Email

jh@carelinelive.com

Telephone

+44 3300885767

Country

United Kingdom

NUTS code

- UKK - South West (England)

Companies House

07915812

Internet address

www.carelinelive.com

The contractor is an SME

Yes

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

Total value of the contract/lot: £348,300

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

