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Contract

Digital Social Care Record software

Essex Cares Limited

F03: Contract award notice

Notice identifier: 2025/S 000-014952

Procurement identifier (OCID): ocds-h6vhtk-05027c

Published 14 April 2025, 1:26pm

Section I: Contracting authority

I.1) Name and addresses

Essex Cares Limited

Seax House

Chelmsford

CM11QH

Contact

Karen Tucciarone

Email

karen.tucciarone2@essexcares.org

Telephone

+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

Digital Social Care Record software

Reference number

0065

II.1.2) Main CPV code

- 48000000 - Software package and information systems
 - CA43 - Digital

II.1.3) Type of contract

Supplies

II.1.4) Short description

Nourish is a Care Management System for Health and Social Care Providers. The digital care management software enables customers to record accurate notes, have complete oversight of their services and the ability to easily evidence the care they provide.

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: £176,040

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 solution must be cloud based, delivered as Software-as-a-Service (SaaS), or a fully managed hosted service, and functionality should cover:

1. User record management, including configurable user permissions
2. Client record management, including funder details, charge rates and alerts

3. Client portal, enabling the client and family members to view care notes, medication details, vocational profile, summary of service provision, including photographs.
4. Electronic Medication Administration Records (eMAR)
5. Digital forms - including a standard suite of forms, as well as configurable forms, to enable assessments, support planning and activity recording, including a digital body map
6. Attendance registers and transport requirements for clients
7. Mobile app (compatible with Android devices v10 onwards)
8. Reports and dashboards - including a standard suite, as well as configurable reports and dashboards
9. Integration with PowerBI, either directly or via a central data warehouse
10. Audit logging

The solution will provide the data to facilitate client billing, but the generation of invoices will be managed through ECL's existing Finance systems. Ideally the solution should integrate with the HRIS and Finance systems, but the minimum requirement is that the solution provides data output in a file format that can be manually uploaded to the Finance system, as well as the solution being capable of importing/uploading an output file from the HRIS system to align fields in staff records.

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_10430

Title

Digital Social Care Record software

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Nourish Care Systems Limited

Floor 3 Dean Park Crescent

Bournemouth

BH1 1HL

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

Companies House

07556262

Internet address

<https://org.nourishcare.co.uk>

The contractor is an SME

Yes

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

Total value of the contract/lot: £175,040

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>