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Tender

1055 - Unpaid Carers Virtual/Digital Service Offer

Essex County Council

F02: Contract notice

Notice identifier: 2024/S 000-017929

Procurement identifier (OCID): ocds-h6vhtk-0446ce

Published 10 June 2024, 5:40pm

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Mr Barry Messenger

Email

barry.messenger@essex.gov.uk

Telephone

+44 3330130223

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.gov.uk/>

I.3) Communication

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

<https://procontract.duenorth.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.duenorth.com>

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

1055 - Unpaid Carers Virtual/Digital Service Offer

Reference number

DN714495

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Essex County Council currently commission a range of services to support unpaid carers, such as specialist information advice and support. Alongside this, Essex County Council are

proposing to procure services of a virtual / Digital offer, which compliments by targeting and

promoting the local and national support for carers, through technology and online methods

of communication. The virtual offer provides this through engaging digital content and tools

which are easily accessible to carers regardless of location, person circumstances and time

restraints, and to build resilience in carers through the following methods:

- Harnessing the wisdom, knowledge, and experience of carers to support each other in their

caring role;

- Strategic use of technology to identify and support carers at scale;
- Facilitating carer-to-carer self-support;
- Designing online services to ensure a high-quality experience.

The aims and objectives of the services are as follows:

- To support carers to sustain their caring role where they are happy and able to do so;
- To support carers to maintain their own quality of life by focusing on their health and wellbeing outside of their caring responsibilities;
- To support carers to plan;
- To work with statutory and voluntary agencies to recognise and respect carers as expert partners;
- To promote networks of support for carers;
- To support carers to navigate the health and social care system, and select the best solutions for them;
- To take an enabling and goal-focused approach building on what carers can do for themselves;
- To support Essex County Council to deliver its requirements of the Care Act 2014 by preventing, reducing, and delaying needs.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

30

This contract is subject to renewal

Yes

Description of renewals

2.5 year duration, with option to extend for up to 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

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

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 000-007508](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

10 July 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

10 July 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Essex County Council

Chelmsford

Country

United Kingdom