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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](mailto: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

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## **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**

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:

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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;
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- 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.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

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## **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

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### **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