

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/026408-2024>

Contract

1055 - Unpaid Carers Virtual/Digital Service Offer

Essex County Council

F03: Contract award notice

Notice identifier: 2024/S 000-026408

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

Published 20 August 2024, 9:40am

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 33301130223

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.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

- 72000000 - IT services: consulting, software development, Internet and support

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;

Page 4 to 8

- 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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £230,000

II.2) Description

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:

- 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;

Page 4 to 8

- 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.2.5) Award criteria

Quality criterion - Name: Technical and Quality Aspects / Weighting: 60

Cost criterion - Name: Commercial/Financial Aspects / Weighting: 40

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

II.2.14) Additional information

The contract to which this notice applies is for an initial 2.5 years period, from 1st October 2024 to 31st March 2027, and the published value is only for this 2.5 year period.

The contract will make provision for the further extension of this contract for a maximum of additional 2 years, with a potential end date of 31st March 2029. The decision to action an extension to the contract will be subject to separate internal governance, with a minimum of 4 months prior to the expiry of the 2.5 year contract. Initial discussions on the extension will commence in September 2026, and separate budget for this time-period will need to be established.

The value of this notice is only for 2.5 years and it is anticipated that similar pro-rata values will apply to any awarded extensions.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-017929](#)

Section V. Award of contract

Contract No

1055

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 August 2024

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Mobilise Care Limited

International House, 64 Nile Street

London

N1 7SR

Email

info@mobiliseonline.co.uk

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

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

Total value of the contract/lot: £230,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Essex County Council

Chelmsford

Country

United Kingdom