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Tender

Electronic Call Monitoring

London Borough of Lambeth

F02: Contract notice

Notice identifier: 2024/S 000-030233

Procurement identifier (OCID): ocds-h6vhtk-049cba

Published 20 September 2024, 4:19pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Lambeth

Town Hall, Brixton Hill

London

SW2 1RW

Contact

Zanda Polka

Email

zpolka@lambeth.gov.uk

Telephone

+44 92669022

Country

United Kingdom

Region code

UKI - London

National registration number

n/a

Internet address(es)

Main address

<http://www.lambeth.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/18>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=85912&B=LBLAMBETH

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=85912&B=LBLAMBETH

Tenders or requests to participate must be submitted to the above-mentioned address

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

Electronic Call Monitoring

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

London Borough of Lambeth is procuring an Electronic Call Monitoring service. The aim of the service is to continue to provide an electronic monitoring system to the adult social care department in relation to homecare services. This will enable Lambeth to monitor when care is being delivered and if it is in line with client care and support plans. It will also ensure that the costs associated with care delivery are in line with the actual hours of care delivered rather than what is commissioned.

II.1.5) Estimated total value

Value excluding VAT: £1,165,350

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 75200000 - Provision of services to the community
- 85300000 - Social work and related services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Lambeth currently has an Electronic Care Monitoring (ECM) service in place which has been implemented by the majority of Homecare providers in Lambeth. The ECM service allows Lambeth to accurately monitor the services provided by Homecare providers, both in 'real time' and through reporting.

The service also allows Homecare providers to generate electronic invoices which are based on actual care delivered and those electronic invoices are automatically loaded into Lambeth's Mosaic system, bypassing the need for invoices to be printed and scanned into Mosaic. The ECM system also automatically loads billing information into Mosaic which means that service users that contribute to the cost of the care that is provided are accurately billed for that care.

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: £1,165,350

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 15 months

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Selection criteria as stated in the procurement documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Contract performance conditions as stated in the procurement documents

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

Date

21 October 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

21 October 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

Public Procurement Review Service

70 Whitehall

London

SW1A 2AS

Country

United Kingdom