

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030729-2023>

Contract

## Care Monitoring System

Conwy County Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-030729

Procurement identifier (OCID): ocids-h6vhtk-03d031

Published 18 October 2023, 11:51am

### Section I: Contracting authority

#### I.1) Name and addresses

Conwy County Borough Council

Bodlondeb, Bangor Road

Conwy

LL32 8DU

#### Contact

Sarah Martin

#### Email

[procurement@conwy.gov.uk](mailto:procurement@conwy.gov.uk)

#### Telephone

+44 1492574000

#### Country

United Kingdom

**NUTS code**

UKL13 - Conwy and Denbighshire

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0389](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0389)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Care Monitoring System

Reference number

CMS/SS/11-22

#### **II.1.2) Main CPV code**

- 72212100 - Industry specific software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Conwy County Borough Council wishes to appoint a suitable Supplier to supply and support a Care Monitoring System (Software as a Service) for the ReAblement Team within Social Services.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72268000 - Software supply services
- 85321000 - Administrative social services
- 48000000 - Software package and information systems
- 48219300 - Administration software package
- 48330000 - Scheduling and productivity software package
- 48332000 - Scheduling software package
- 72212332 - Scheduling software development services

### **II.2.3) Place of performance**

NUTS codes

- UKL13 - Conwy and Denbighshire

Main site or place of performance

Conwy

### **II.2.4) Description of the procurement**

Conwy County Borough Council wishes to appoint a suitable Supplier to supply and support a Care Monitoring System (Software as a Service) for the ReAblement Team within Social Services.

There is currently a system that has been in place nearly 10 years and a number of processes have been embedded within service areas to ensure good practices, which we aim to continue and continually improve into the future.

The system should allow flexibility to suit the diverse needs of the service and how these might change over time.

The initial contract will be for 5years with an option to extend for 1 year +1 year.

Please see the tender pack for full details.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

### **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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-015241](#)

---

## **Section V. Award of contract**

### **Contract No**

CMS/SS/11-22

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:135674)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom