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Tender

Electronic Call Monitoring System For Domiciliary Care

LONDON BOROUGH OF NEWHAM

F02: Contract notice

Notice identifier: 2023/S 000-031012

Procurement identifier (OCID): ocds-h6vhtk-03c867

Published 20 October 2023, 12:00pm

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF NEWHAM

Building 1000,Dockside Road

LONDON

E162QU

Email

eprocurement@onesource.co.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.newham.gov.uk

I.3) Communication

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

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

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 System For Domiciliary Care

Reference number

ITTN251

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

The London Borough of Newham would like to notify the market of a published procurement for an Electronic Call Monitoring System For Domiciliary Care.

The tendering exercise will be undertaken using the electronic tendering system 'Oracle Fusion' to participate please ensure that your company registers on Oracle Fusion via the link below.

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

The London Borough of Newham would like to notify the market of a published procurement for an Electronic Call Monitoring System For Domiciliary Care

- Newham Council currently has 24 Providers on its independent Living and Support Services (ILSS) Framework, delivering bespoke care and support that maintains and improves wellbeing, independence and resilience appropriate to individual Customer circumstances, prevailing state of health, and personal aspirations - to live a full a life as possible: safe and independent at home.
- The council mandates that providers on its ILSS framework use its procured Electronic Call Monitoring (ECM) system as a core requirement, to ensure the successful delivery and assurance of the service contract. This is used to log calls made in resident's homes and other locations in the community. It is used by the Council to review Providers' performance under the contract, match commissioned care hours to the actual hours delivered, and to generate automatic invoices for Providers in Finance Manager.
- Newham Council are seeking to procure an ECM system that includes the following components:
 - o Electronic Medications Administrations Record System
 - o Electronic Call Logging
 - o Family and Friends Portal
 - o Invoicing and Payment
 - o Reporting

It would also be beneficial but not essential if your solution can also provide one or both of these elements:

- o Scheduling
- o Care planning

We would like potential providers interested in delivering these services to submit a bid.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Following contract expiry (including extensions if utilised)

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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 000-013631](#)

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

Date

20 November 2023

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

20 November 2023

Local time

12:01pm

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

Royal Courts of Justice

The Strand

Holborn, London

WC2A 2LL

Country

United Kingdom