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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](mailto: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](http://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

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## **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

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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: 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

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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**

Royal Courts of Justice

The Strand

Holborn, London

WC2A 2LL

Country

United Kingdom