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Planning

Electronic Booking System for Respite Stays

Knowsley Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-039233

Procurement identifier (OCID): ocids-h6vhtk-055d91

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Scope

Reference

Project information - DN782197

Description

Knowsley Council is currently investigating the potential implementation of an electronic booking system specifically designed to manage respite care stays with our network of care providers. This initiative aims to streamline and modernize the way respite care is accessed and scheduled, ensuring a more efficient and user-friendly experience for both service users and their families.

Respite care is allocated to eligible individuals following a formal assessment, and this allocation is typically granted on an annual basis. The proposed system would allow those who have been assessed and approved for respite care to view their available allocation and independently schedule their planned stays throughout the year.

The goal is to empower service users and their families by providing a secure, accessible online platform where they can log in, check availability, and make bookings directly with

approved providers. This would reduce administrative burden, improve transparency, and enhance the overall coordination of care. The Council is particularly interested in solutions that are intuitive, mobile-friendly, and capable of integrating with existing care management systems.

We would like to take the opportunity to do some soft market testing as outlined, to determine current interest levels in the market.

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UKD7 - Merseyside

Engagement

Engagement deadline

1 August 2025

Engagement process description

For further information please visit The Chest and search for Opportunity ID - DN782197

Expression of Interest Window - From 11/07/2025 13:00 to 01/08/2025 12:00

Contracting authority

Knowsley Council

- Public Procurement Organisation Number: PXQQ-8436-NWPV

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Organisation type: Public authority - sub-central government