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Contract

Care and People Planning Software for Reablement and Sensory Services

Essex Cares Limited

F20: Modification notice

Notice identifier: 2025/S 000-051266

Procurement identifier (OCID): ocids-h6vhtk-05025f

Published 26 August 2025, 1:39pm

Section I: Contracting authority/entity

I.1) Name and addresses

Essex Cares Limited

Seax House

Chelmsford

CM11QH

Contact

Karen Tucciarone

Email

karen.tucciarone2@essexcares.org

Telephone

+44 3330133406

Country

United Kingdom

Region code

UKH36 - Heart of Essex

Companies House

06723149

Internet address(es)

Main address

www.ecl.org

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Care and People Planning Software for Reablement and Sensory Services

Reference number

0070

II.1.2) Main CPV code

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages

II.1.3) Type of contract

Supplies

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex
- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Seax House, Victoria Road South, Chelmsford, CM1 1QH

II.2.4) Description of the procurement at the time of conclusion of the contract:

Provision of system for Essex Cares Limited Regulated and Sensory operations .

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

End date

31 March 2028

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2025/S 000-014914](#)

Section V. Award of contract/concession

Contract No

ecm_10429

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

5 April 2025

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

MAS Networks Limited T/A Careline Live

Bolney Place, Cowford Road, Bolney

Haywards Heath

RH17 5QT

Email

info@carelinelive.com

Telephone

+44 3300885767

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

07915812

Internet address

www.carelinelive.com

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £362,700

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages

VII.1.3) Place of performance

NUTS code

- UKH3 - Essex
- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Seax House, Victoria Road South, Chelmsford, CM1 1QH

VII.1.4) Description of the procurement:

Bespoke development services addressing the following enhancements to the CareLineLive cloud software solution in use by the Buyer:

Access Financials: Invoicing - 6 days

Mileage - 4 days

Mobile App Rota View - 45 days

Roster: Actual Times - 39 days, and; Select Pay Integration - 24 days

These bespoke developments will be in accordance with the specification for each agreed by the Buyer and the Supplier.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

31 March 2028

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£445,300

VII.1.7) Name and address of the contractor/concessionaire

MAS Networks Limited T/A Careline Live

Bolney Place, Cowford Road

Haywards Heath

RH17 5QT

Email

info@carelinelive.com

Telephone

+44 3300885767

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

07915812

Internet address

www.carelinelive.com

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Bespoke development services addressing the following enhancements to the CareLineLive cloud software solution in use by the Buyer.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

For the Supplier to enable a set of enhancements to the CareLineLive cloud software solution, to benefit the Buyer and the Buyer's operations.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £362,700

Total contract value after the modifications

Value excluding VAT: £445,300