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Tender

Electronic Homecare Monitoring and Scheduling System

Gateshead Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062220

Procurement identifier (OCID): ocds-h6vhtk-0528b2 ([view related notices](#))

Published 3 October 2025, 3:03pm

Scope

Reference

Project OPEN2025916

Description

Gateshead Council is looking to modernise its current electronic monitoring solution for the Domiciliary Care & PRIME (People Regaining Independence by Means of Enablement) Service. Gateshead Council is committed to providing high quality social care and support services for people to enable them to remain at home as independently as possible.

We are seeking to procure a fully managed secure Cloud-based electronic care monitoring solution which will include a fully integrated core solution and a care worker mobile application (mobile app) that will

- Optimise the deployment of contracted workers
- Reduce the time spent by Service Support Workers on visit allocation by at least 55%

- The solution should eliminate duplication of tasks and processes by offering an all-in-one solution that integrates care planning and recording, medication management, and care visit scheduling.
- It must streamline workflows by reducing the need for manual duplication, especially where current solutions lack full integration and fail to automatically transfer essential information.
- When data is input into the solution it must be pulled through to auto populate linked records/areas within the solution to stop the re-entering of the same data and streamline the process.
- Maximises workforce capacity
- Will provide robust reporting capabilities on service user progress, team performance, and individual worker outcomes
- Have the provision to keep all digital records stored within it securely.
- Will support the Council with quality assurance, provide evidence and reporting measures to identify outcomes and progress, enabling prompt action for any issues identified.

Total value (estimated)

- £525,000 excluding VAT
- £630,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 15 December 2025 to 14 December 2030
- Possible extension to 14 December 2034
- 9 years

Description of possible extension:

2 x 24 month options to extend

Options

The right to additional purchases while the contract is valid.

The Council require a core system to provide the functionality documented in the specification but are also interested in additional functionality to create further efficiencies if deemed necessary.

Suppliers are required to submit costings for additional functionality as part of their pricing schedule response for the Council to review. Any prices for additional functionality submitted within Suppliers' pricing schedule response is not a guarantee of any future business with the Council.

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package

Contract locations

- UKC22 - Tyneside

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

27 October 2025, 12:00pm

Tender submission deadline

3 November 2025, 12:00pm

Submission address and any special instructions

Tenders must be submitted electronically via the Open system: www.open.org. The reference is Project # OPEN2025916 Electronic Homecare Monitoring and Scheduling System

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

10 December 2025

Award criteria

Name	Type	Weighting
Quality	Quality	40%
Cost	Cost	40%
Demonstration	Quality	10%
Social Value	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Contracting authority

Gateshead Borough Council

- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

NE8 1HH

United Kingdom

Contact name: Andrew M Thompson

Email: procurement@gateshead.gov.uk

Website: <http://www.gateshead.gov.uk>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government