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Tender

## **Homecare Monitoring and Brokerage**

Staffordshire County Council

F02: Contract notice

Notice identifier: 2021/S 000-000568

Procurement identifier (OCID): ocids-h6vhtk-02898c

Published 12 January 2021, 12:06pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Staffordshire County Council

Tipping Street

STAFFORD

ST162DH

#### **Contact**

John Tapsell

#### **Email**

[john.tapsell@staffordshire.gov.uk](mailto:john.tapsell@staffordshire.gov.uk)

#### **Telephone**

+44 1785854651

#### **Country**

United Kingdom

**NUTS code**

UKG24 - Staffordshire CC

**Internet address(es)**

Main address

[www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

Buyer's address

<https://supplierlive.proactisp2p.com/>

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/>

**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**

Homecare Monitoring and Brokerage

Reference number

IA2209

#### **II.1.2) Main CPV code**

- 85312100 - Daycare services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Depending on which contract lot(s) the Supplier is awarded, the Supplier Solution shall deliver the following key functions:

Homecare monitoring (Lot 1): To interface and retrieve data from numerous third-party scheduling / electronic call monitoring systems used by Care Providers, allowing the Council to monitor the quality and performance of Care Providers' delivery of Homecare services.

A brokerage portal (Lot 2): To provide an auditable system by which the Council offers packages of care to Care Providers and for those Care Providers to express an interest in accepting such care packages;

Management information and reporting; allowing for comprehensive analysis and reporting of the above functions.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 Homecare Monitoring

Lot 2 Brokerage

## **II.2) Description**

### **II.2.1) Title**

Homecare Monitoring

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85310000 - Social work services

### **II.2.3) Place of performance**

NUTS codes

- UKG24 - Staffordshire CC

### **II.2.4) Description of the procurement**

The Supplier Solution shall support the Council in monitoring the quality and performance of Care Providers' delivery of Homecare services, and inform the Council's commissioning processes through market insight, analysis and management information. At an individual Service User level, the Supplier Solution shall support staff in social care teams when reviewing care assessments and support plans, and support the Council when investigating complaints from Service Users about the services they have received from Care Providers.

The Supplier Solution shall interface with Care Providers' various third-party scheduling and electronic call monitoring systems in order to capture, analyze and report data on the Planned Visits and Actual Visits made by Careworkers.

Wherever possible the Supplier Solution shall interface directly with the various third-party systems, allowing for data capture to be as close as possible to the real-time that Visit Starts and Visit Ends occur. Where a direct interface is not possible, the Supplier Solution will allow Care Providers to regularly (at least weekly) upload a data extract from their third-party systems to the Supplier Solution. The data upload must be a simple and

straightforward process which can be undertaken by non-technical staff, and not be excessively time consuming to complete.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 45%

Quality criterion - Name: Social Value / Weighting: 5%

Price - Weighting: 50%

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

Start date

1 September 2021

End date

31 August 2028

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Initial Period of Four Year from 01-09-2021 to 31-08-2025

Three one-year Extensions available:

01-09-2025 to 31-08-2026

01-09-2026 to 31-08-2027

01-09-2027 to 31-08-2028

## **II.2) Description**

### **II.2.1) Title**

Brokerage

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85310000 - Social work services

### **II.2.3) Place of performance**

NUTS codes

- UKG24 - Staffordshire CC

### **II.2.4) Description of the procurement**

4.1. The Supplier Solution shall provide an auditable process by which the Council can offer new packages of care to Care Providers and for Care Providers to express an interest in accepting or declining each care package.

4.2. The Supplier Solution shall allow the Council to determine which group or groups of Care Providers a new care package gets offered to, depending upon where the package is located (i.e. by Contract Zone, of which there are currently twelve geographic zones) and under which Provider Contract Lot (for which there are three lots; (A) standard homecare, (B) non-standard homecare and (C) respite & sitting services). The Supplier Solution shall allow the Broker to select such groups according to a combination of Contract Zone and Provider Contract Lot, without the Broker needing to manually select individual Care Providers. The Care Providers within each group will change over time and the Supplier Solution shall allow for the Care Providers within each group to be periodically reconfigured by the Council.

4.3. The Supplier Solution should be able to automatically populate the relevant Contract Zone using the postcode of the Care Package. Lookup data for this will be provided to the Supplier by the Council.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 45%

Quality criterion - Name: Social Value / Weighting: 5%

Price - Weighting: 50%

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

Start date

1 September 2021

End date

31 August 2028

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**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

Initial Term is from 01-09-2021 to 31-08-2025

Three one-year Extensions available

01-09-2025 to 31-08-2026

01-09-2026 to 31-08-2027

01-09-2027 to 31-08-2028

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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: No

### **IV.2) Administrative information**

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

Date

12 February 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

12 February 2021

Local time

12:30pm

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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**

Staffordshire County Council

Stafford

ST16 2DH

Country

United Kingdom