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Contract

SOSCARE support and maintenance

Business Services Organisation I T S

F03: Contract award notice

Notice identifier: 2021/S 000-004054

Procurement identifier (OCID): ocds-h6vhtk-029172

Published 1 March 2021, 4:14pm

Section I: Contracting authority

I.1) Name and addresses

Business Services Organisation I T S

Centre House,79 Chichester Street

BELFAST

BT14JE

Contact

Catherine Fegan

Email

cathy.fegan@hscni.net

Telephone

+44 2895362561

Country

United Kingdom

NUTS code

UKN - NORTHERN IRELAND

Internet address(es)

Main address

http://www.hscbusiness.hscni.net/

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SOSCARE support and maintenance

Reference number

STA9362

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 SOSCARE application serving a business area that is wide, varied and complex in nature.

It covers areas such as:

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• Looked After Children

• Child Protection

• Foster Parent Enquires and Approvals

• Fostering Finance payment to Foster Parents

• Adoption

• Home Care services including :

o rostering of staff

o production of the correct working/leave hours data file for direct transfer to HRPTS for

payment of Trust home helps every fortnight .

The application also links to other business systems such as LCID and eNISAT for additional

functionality such as assessment outcomes, as well as providing key risk data to the ECR

application for the Out of Hours Social Work Service and hospital-based staff.

The system is critical to the safe delivery of services and any system errors/failures or delays

can have far reaching implications for both HSC employees and the service users and

providers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £668,156.48 / Highest offer: £1,125,599.11 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - NORTHERN IRELAND

II.2.4) Description of the procurement

The SOSCARE application serving a business area that is wide, varied and complex in nature.

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It covers areas such as:

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The system is critical to the safe delivery of services and any system errors/failures or delays

can have far reaching implications for both HSC employees and the service users and providers.

BRM have an excellent understanding of the technology underpinning the SOSCARE application having worked for over 17 years in the social services business area and with the UNIDATA/UniBasic technology. In that time, BRM staff turnover was minimal.

Crucially, over the 17 years, BRM have built up extensive business knowledge across all programmes of social care. They have an in-depth understanding and knowledge of the intricate rules and associated inter-dependencies that apply to the planning and delivery of the social work service. They are acutely aware of the reliance trust staff place on the system and have grown the capability to accurately and quickly design and deliver system enhancements as well as quickly and accurately resolve incidents as and when they arise. (This has been particularly valuable during the COVID-19 period when enhancements were requested for delivery in a very short timeframe)

The older PICK-based technology used within the application, an toolset which dates from 1985, means that the skillset required to support it is extremely difficult to source especially at the level of expertise required to support an application as complex as SOSCARE.

Given the technology and the bespoke nature of the application, it would not be possible to find a replacement supplier capable to providing the required services. Further, to build the required level of expertise and knowledge into a replacement supplier would be an extremely long process and would require substantial input from BRM, as the main source, over a long period of time. This task, assuming BRM were agreeable, would take several years.

Whilst BSO staff would be able to support certain elements of the application, it does not

have the skillset or experience to support large components of the system.

A strategic decision has been made to replace the core functionality provided by the SOSCARE application with encompass, which has now been procured. However encompass has confirmed that the replacement of the Domiciliary/Home Care module of SOSCARE will not form part of the encompass implementation and will be achieved via a new, separate project. Detailed business knowledge will be required to help encompass and any other supplier to deliver the new solutions in their required timescales.

There is documentation on many of the modules within SOSCARE but it is requires a level of system and business knowledge to ensure the correct understanding. Only BRM can supply the detailed level of knowledge and the details of the intricacies involved across the various SOSCARE modules to ensure a successful service delivery

In conclusion, only BRM has the requisite knowledge and experience to support the SOSCARE system.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:

  - protection of exclusive rights, including intellectual property rights

Explanation:

Only BRM can supply the detailed level of knowledge and the details of the intricacies involved across the various SOSCARE modules to ensure a successful service delivery

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: 2021/S 000-002571

Section V. Award of contract

Contract No

STA9362

Title

SOSCARE Support and Maintenance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3) Name and address of the contractor

BRM Systems Limited

18 Windsor Avenue Place

Lurgan

BT67 9FD

Country

United Kingdom

NUTS code

- UKN - NORTHERN IRELAND

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £668,156.48 / Highest offer: £1,125,599.11 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Business Services Organisation

2 Franklin Street

Belfast

BT2 8DQ

Country

United Kingdom