

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006607-2023>

Planning

CP2355-23 - Technology Enabled Care and Support

Devon County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-006607

Procurement identifier (OCID): ocids-h6vhtk-03aec2

Published 7 March 2023, 2:23pm

Section I: Contracting authority

I.1) Name and addresses

Devon County Council

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Mr Oliver Reed

Email

Oliver.Reed@devon.gov.uk

Telephone

+44 1392383000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.devon.gov.uk>

Buyer's address

<http://www.devon.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CP2355-23 - Technology Enabled Care and Support

Reference number

DN659665

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

Devon County Council is seeking to meet Adult Health and Social Care need through the provision of Technology Enabled Care and Support (TECS). 7 years ago, Devon took the decision to deliver TECS as part of its Community Equipment Service (CES) contract, which at the time appeared to represent the most practical and advantageous arrangement. Our current 'combined' contract expires in June 2024. We are now seeking to publish a Prior Information Notice to consult with the market leaders in the field and obtain their insights as to the future design of our contract and answer the question as to whether we should continue with a combined TECS and CES arrangement or decouple them.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Devon County Council is considering the future of its Technology Enabled Care and Support (TECS) model and is seeking to decide on whether to continue to include TECS within its Community Equipment contract or to decouple them. The Council is seeking to hear insights and advice from providers that have a clear track record and experience in the delivery of:

- Large scale TECS contracts commissioned by Local Authorities and NHS organisations.
- Delivery of TECS across wide geographical areas

As part of our TECS strategy in Devon we are working to bring alive the following expectations of our residents.

I want care in the right place at the right time

- I can live as part of a community, where I am connected to the people who are important to me
- I lead a fulfilling life with access to support, aids and adaptations to maintain and enhance my wellbeing.
- I can live in my own home, with the necessary adaptations, technology, and personal support as designed by me, to enable me to be as independent as possible.

I want to be empowered

- I am able to navigate the health and care system with ease.
- I know where to find user-friendly information and advice that is inclusive of my communication and accessibility needs to make informed and empowered decisions about my life – now and in the future.
- I understand the support that is available to me in my area to maintain my own health and wellbeing and achieve the outcomes that matter to me.
- I am provided with tailored information and advice to support the person I care for

I want outstanding (and safe) care from those who give care (workforce)

- I have the confidence to use technology that supports people's needs and to free up time to deliver outstanding-quality care.
- I am supported by a workforce who have the right training, qualifications, and values, and are concerned about what matters to me.

I want a (safe) system that supports me

- I experience a seamless care journey, where health and care services are joined up around me and I only have to tell my story once.
- I receive care and support that is co-ordinated, and everyone works well together and with me to plan my care, bringing together services to achieve the outcomes that are important to me.

We are keen to hear from the biggest market leaders in TECS about:

- What we should include in our thinking that will give our TECS model adaptability over the medium term (5-10 years)
- What considerations we should make as to the relationship between TECS and Community Equipment
- What considerations we should make in relation to commissioning by the partners to the contract and members of the public who wish to purchase TECS solutions themselves
- What solutions we can adopt in clearly evidencing outcomes and identifying benefits realisation in promoting independence, safeguarding and hospital flow for our residents
- What you the market leaders in this area see as being the next phase of TEC development nationwide/globally
- How we can more effectively harness mainstream technologies (wrist-based sensors, appstore phone/tablet apps, AI, sensor, consumer robotics) of the major global mainstream consumer tech providers and associated research and development to support user-led tech enablement whilst allowing for more specialist/professional tech development to be resourced by us/system.
- Your views around employing a strategic advisory/consultant partner organisation to support our strategic thinking and development of TECS as a separate contractual arrangement to a TECS supply and support contract.

To conclude, we would like to hear your thoughts on what approach you would advise us to take to get the best outcomes for our Devon population and for us as a Local Authority.

Important – Next steps:

Please respond by providing a narrative with detail on how you can support our information and fact finding. Do not attach any sales leaflets or internet links as part of your response. We will look to hold further face to face/teams conversations with the providers who respond as requested and provide the information as above.

NOTE – this is not a call for competition.

II.3) Estimated date of publication of contract notice

31 October 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes