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Tender

HF/R001 - Digital Social Care Record System

Hillcrest

F02: Contract notice

Notice identifier: 2025/S 000-011028

Procurement identifier (OCID): ocds-h6vhtk-04f832

Published 25 March 2025, 9:10am

Section I: Contracting authority

I.1) Name and addresses

Hillcrest

1 Explorer Road

Dundee

DD2 1EG

Email

tenders@hillcrest.org.uk

Telephone

+44 382564700

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

http://www.hillcrest.org.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA1224
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I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HF/R001 - Digital Social Care Record System

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hillcrest wish to provision a Digital Care Record System software solution which standardises, streamlines and improves overall record keeping via a centralised hub.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Hillcrest Futures works across Scotland providing a wide range of services in the areas of physical and learning disabilities, autism, and older people. Also, supporting positive mental health and wellbeing, homelessness and drug, alcohol and recovery services. We work in people's homes, out in the community and in both temporary and supported accommodation providing support from 1 hour a week to 24 hours a day.

Currently Hillcrest Futures complete a variety of electronic and paper records and documentation for all the people we support. For example, care and support plans, risk assessments, and medication records. We are seeking to procure and implement a Digital Care Record System software solution which standardises, streamlines and improves overall record keeping through providing a centralised hub of all client information and

includes the following considerations:

- customisable to meet our business needs - We have a diverse range of services and wish to utilise this across our organisation.

- accessible - We need it to work both on and offline, as well as have an intuitive user interface which considers the varying abilities of people who use technology (user friendly).

- excellent reporting functionality - We need it to be able to provide an easy mechanism for monitoring and auditing of our management information and service provision.

- adhere to all our Data Protection and Cyber Security requirements - Privacy of our client information is a high priority and we need to be assured that you can protect our organisational data and ensure that only authorised individuals have access as required.

II.2.5) Award criteria

Quality criterion - Name: Quality Questionnaire / Weighting: 17.5%

Quality criterion - Name: Product Presentation / Weighting: 28%

Quality criterion - Name: Requirements List / Weighting: 24.5%

Price - Weighting: 30%

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

3 year Contract with two 1-year Options to Extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Relevant Selection Criteria are detailed within the SPD Module where applicable, this is required to be completed as part of Tender submission.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Relevant Selection Criteria are detailed within the SPD Module where applicable, this is required to be completed as part of Tender submission.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

24 April 2025

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

24 April 2025

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Further notice likely to be published in 3 to 5 Years

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=794209.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see: https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/

A summary of the expected community benefits has been provided as follows:

Hillcrest are looking for successful Bidders to make a monetary donation to the Hillcrest Foundation. The Hillcrest Foundation helps set up services and projects that benefit people and communities across Scotland. Further detail on the value of donations is contained within the ITT Document.

(SC Ref:794209)

Download the ESPD document here: https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=794209

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court

Dundee

Country

United Kingdom