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Tender

Digital Care Management System (DCMS) - Portsmouth City Council Residential Homes

PORTSMOUTH CITY COUNCIL

F02: Contract notice

Notice identifier: 2022/S 000-012369

Procurement identifier (OCID): ocds-h6vhtk-0336ef

Published 12 May 2022, 11:55am

Section I: Contracting authority

I.1) Name and addresses

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO1 2BG

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

Region code

UKJ31 - Portsmouth

Internet address(es)

Main address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

Buyer's address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

I.3) Communication

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

<https://intendhost.co.uk/portsmouthcc.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/portsmouthcc.aspx/home>

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

Digital Care Management System (DCMS) - Portsmouth City Council Residential Homes

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Portsmouth City Council ('the council') is inviting tenders from suitably qualified suppliers to provide a platform for a Digital Care Management System (DCMS) for use in council residential homes.

This contract is for the provision of a digital care management software package, supply of handsets, hosting (either directly or via a third party), maintenance & support and delivery of training to council staff.

The council is targeting award of contract on 29 July 2022 with service commencement targeted for 1 September 2022. The contract will be let for an initial term of 3 years which may then run for a further 4 years in increments set by the council to a total maximum term of 7 years, subject to performance and at the sole option of the council.

The estimated value of the contract is £410,000 over the maximum 7-year term. This value is comprised of a £50,000 per annum estimate for the DCMS software provision and an estimate of £60,000 for the purchase of handsets in year 1 and year 4.

The procurement process will be undertaken in accordance with the Open Procedure as defined within the Public Contracts Regulations (2015) to the following programme:

- Issue FTS Contract Notice - 12 May 2022
- Issue Invitation to Tender - 16 May 2022
- ITT Return Deadline - 15 June 2022 at midday
- Notification of Award Decision - 18 July 2022

- Contract Award - 29 July 2022
- Service Commencement - 1 August 2022

Application is by submission of tender by the deadline stated above. Tenders are to be submitted via the council's e-sourcing system InTend which will be used to administrate the procurement process. The system can be accessed free of charge via the web link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

II.1.5) Estimated total value

Value excluding VAT: £410,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32250000 - Mobile telephones
- 48100000 - Industry specific software package
- 48311000 - Document management software package
- 48814100 - Nursing information system
- 48814200 - Patient-administration system
- 72250000 - System and support services
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

The council directly runs 3 residential and nursing homes, employing over 200 care staff and supporting 172 residents. The management and monitoring of residents' care is currently paper based. The current system requires staff to make multiple entries into daily diary notes, support plans, risk assessments and care charts which can lead to inconsistencies.

The replacement of the current paper based system with a Digital Care Management System (DCMS) forms part of the council's Adult Social Care (ASC) strategy and is one of the five strategic shifts outlined in the strategy to use assistive technology to improve and maintain independence. All individuals receiving care and support require an extensive up-to-date support plan (this could be up to 30 pages of information).

Through the implementation of the DCMS efficiencies will be made in the time taken to record client details through an electronic support plan. Implementation will also further contribute to delivery of ASC strategy by improving the accuracy of recording client records (including medications). It is also anticipated that the system will also provide improvements in the quality service of the service and improved reporting for CQC (Care Quality Commission), relatives and law courts when required.

Implementation of the DCMS across the 3 homes will be via an initial 4 week pilot in one home, followed by a phased rollout across the remaining homes. The existing paper based documentation for current patients will be loaded into the solution as part of the rollout. The council would ideally seek the support of the DCMS supplier with data loading and migration.

The council have an in-house workforce development team who will undertake on-going training post roll out and can be used to assist with training during the rollout. As a minimum the supplier will be required to train one 'Super User' per home and several members of the workforce development team. The target is to complete the rollout by the end of 2022.

The DCMS solution must be simple and intuitive to use and require minimal training for care workers. The council will require a fully managed helpdesk contactable via phone and email to be available between 8am - 5pm Monday to Friday as a minimum. The supplier will also be required to provide a method of support outside of usual business hours as the homes operate on a 24/7 basis. The supplier will be required to provide 'help' resources, including for training, FAQs, and step by step instructions/guide of how to use the product.

The solution must include reporting tools and interfaces to enable the timely processing and analysis of data. The reporting solution must be able to present data in range of visual formats, ie: Bar charts, Pie Charts. The solution must also be capable of producing client specific bespoke reports, and to include all data on such reports, including data contained in bespoke forms/fields. The reporting solution should be capable of reporting on current clients only or on clients who resided at council homes between a given date range.

The council provides care 24/7 so needs the ability to access client information at all times.

This includes access when on-line functionality is unavailable either due to the online system being unavailable, or network connectivity not being available. Cover is required for both planned and unplanned outages.

The council takes security of data very seriously, complying with GDPR, and with National Cyber Security Centre (NCSC) guidelines. Whilst operating at council facilities users will need to connect to the council trusted network, using the devices, and as such the council would consider a user id and suitably strong password adequate security. On some occasions it will be desirable to connect from other untrusted locations (e.g. a hospital) where the council would require multi factor authentication to be in place. Whilst on the trusted network ease of access is important, so if multifactor authentication is present it must not hinder access to the solution.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £410,000

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

Duration in months

84

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: No

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

As stated within the procurement documentation.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

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

Date

15 June 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

15 June 2022

Local time

2:00pm

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

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.justice.gov.uk/>