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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): ocids-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](mailto: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

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## **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

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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

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

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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: 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



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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**

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

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