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Planning

## **Social Services Client Information System**

Flintshire County Council  
Denbighshire County Council

F01: Prior information notice  
Prior information only  
Notice identifier: 2022/S 000-018850  
Procurement identifier (OCID): ocds-h6vhtk-03504b  
Published 11 July 2022, 8:54am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

#### **Email**

[procurement@flintshire.gov.uk](mailto:procurement@flintshire.gov.uk)

#### **Telephone**

+44 1352701814

#### **Country**

United Kingdom

**NUTS code**

UKL23 - Flintshire and Wrexham

**Internet address(es)**

Main address

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

Buyer's address

<https://www.sell2wales.gov.wales/>

**I.1) Name and addresses**

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

**Email**

[procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk)

**Telephone**

+44 1824712612

**Country**

United Kingdom

**NUTS code**

UKL13 - Conwy and Denbighshire

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0280](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280)

## **I.2) Information about joint procurement**

The contract involves joint procurement

## **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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Social Services Client Information System

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Flintshire County Council and Denbighshire County Council are looking to procure an integrated Social Services Client Information System to be used for recording data, case management and performance management.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKL23 - Flintshire and Wrexham
- UKL13 - Conwy and Denbighshire

Main site or place of performance

Flintshire and Denbighshire

### **II.2.4) Description of the procurement**

The Authorities require a cloud based solution hosted externally to the Council but based in the UK. The system is required to be implemented to enable social services and associated services to manage all areas of case and performance management, including actions, measures and PIs.

The system will need to meet Welsh Language legislation and accessibility requirements.

The system must meet the requirements in the Social Services and Well Being Act (Wales) 2014

The need to modernise working practices is a high priority therefore the system would need to accommodate mobile working and provide the ability to access work remotely.

It is a requirement to be able to tailor the system to meet the needs of both Flintshire and Denbighshire County Council which will inevitably change over the duration of the contract. This includes the ability to create and customise user profiles with differing levels of access.

The system will need to manage and monitor all aspects of client information and case management easily without the requirement for the operator to depend on the use of any computer based coding language.

The system will facilitate the integration of data (data as defined by the Authority) from a

range of sources which could include spreadsheets, SQL, or third party commercial products. Where APIs are required these would be designed by the contractor at the commencement of the contract and as necessary during the lifetime of contract, as an essential part of the product support expected from the contractor.

The system must have the capability to integrate with the Council's Social Care Finance system allowing for the seamless and automated transfer of data such as client demographics or care plan data and suppliers will be required to details how this would function.

The system must be able to report on all the information contained within it. Any reporting function must have the ability to manipulate data and information, including narrative text on performance, without the dependency of needing any computer based coding language to extract it by the operator.

Reports and dashboards will need to be easily built by users using the system; they should be fully customisable with an interface that is simple to use; and flexible enough to be presented to any of the Authority's stakeholders (internal or external). Reporting functions will be easily configured to include system and cloud/web dashboards and scorecards as well as reports that can be shared and communicated in a range of formats (e.g. PDF, Excel, presentation, HTML) and accessed from a range of devices (e.g. ipad, laptop).

The system must have the capability to be inter-operable with the Welsh Community Care Information System (WCCIS). Suppliers will be required to details how this would function.

#### **II.2.14) Additional information**

To express an interest please e-mail a short overview of your solution to [procurement@flintshire.gov.uk](mailto:procurement@flintshire.gov.uk) by no later than 03/08/2022. Please ensure you only submit information that is relevant to the detail requested in the description above.

### **II.3) Estimated date of publication of contract notice**

28 October 2022

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:122970)