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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

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

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

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

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 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

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

Section VI. Complementary information

VI.3) Additional information

(WA Ref:122970)