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Planning

Invitation to Talk about Technology Enabled Care Services (TECS)

Kent County Council

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-019438

Procurement identifier (OCID): ocds-h6vhtk-035296

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Section I: Contracting authority

I.1) Name and addresses

Kent County Council

County Hall

Maidstone

ME14 1XQ

Contact

Lee Inman

Email

lee.inman@kent.gov.uk

Telephone

+44 3000414141

Country

United Kingdom

NUTS code

UKJ4 - Kent

Internet address(es)

Main address

<http://www.kent.gov.uk>

Buyer's address

<http://www.kent.gov.uk>

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

Invitation to Talk about Technology Enabled Care Services (TECS)

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Kent County Council will soon start the procurement process to source a provider(s) to deliver our future Technology Enabled Care Service.

Our ambition is to work with a provider or combination of providers who can work with us as a TEC Partner to deliver a contract that provides a fully managed TEC Service across the County with strategic and extended management input around the implementation, development and service delivery of Technology Enabled Care and culture change support. Previously, we have gone out to market for the procurement of a 12-month Technology Enabled Care build and test pilot, which was awarded to NRS Healthcare in March 2022 and will run until March 2023.

The intended procurement is likely to commence November of 2022, aiming for contract mobilisation and transition from 1 April 2023 onwards. The first stage of the process is to undertake a market consultation with interested providers to allow the Council to begin the development of an outline specification. The final specification for the procurement will be determined by the feedback from market consultation and co-production with people who draw on care and support.

To this end, the Council would like to invite you to attend a market consultation event. This is a really exciting time for Kent County Council, and we are looking to work with innovative providers. This will be an opportunity to hear from Richard Smith, ASC Corporate Director and/ or Helen Gillivan, SRO for Making a difference every day, about the Strategic direction and our commissioning intentions.

Please express your interest in the market consultation event via the portal if you would like to attend with the name of your organisation's representative. You will then receive an invitation to a session.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

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Our ambition is to work with a provider or combination of providers who can work with us as a TEC Partner to deliver a contract that provides a fully managed TEC Service across the County with strategic and extended management input around the implementation, development and service delivery of Technology Enabled Care and culture change support. Previously, we have gone out to market for the procurement of a 12-month Technology Enabled Care build and test pilot, which was awarded to NRS Healthcare in March 2022 and will run until March 2023.

Whilst the Technology Enabled Care build and test will take until March 2023 to develop its full evidence base and evidence, lessons have already been learned from the mobilisation and initial phase of delivery. These lessons have informed the anticipated requirements for the long-term, county-wide contract. It is expected that the Technology Enabled Care partnership would include the following elements:

- Offer a mainstream managed digital TEC service which is not solution-led but outcome and benefits focused. The core service will include access to technologies (which can include digital telecare, assistive technology, remote monitoring and virtual solutions and apps), installation, monitoring and response and data dashboards.
- Transition existing contracts Telecare and Video Care phone and support the move from analogue to digital.
- Provide key strategic input on the delivery and development of digital TEC services to underpin Adult Social Care's strategy, Making a difference every day
- Development of commercial opportunities.
- Real emphasis on innovation not just through our approach to digital TEC, but also in practice, and seeking new ways of delivering services. With a data-led approach to practice and technology to be fully embedded into social care practice
- Support joint working that will help integration and local partnerships by exploring digital care opportunities and innovations.
- Flexible and adaptive, the Partnership will evolve to reflect the ongoing transformative nature of technology and ways of working.
- Develop the private pay market, exploring options for promoting TEC to self-funders in Kent.

- The TEC Partner to work closely with KCC TEC Facilitators to implement the core service. To drive culture change and embed innovation in practice. Accurate tracking and realisation of financial and non-financial benefits.

Kent County Council, Adult Social Care has a vision and ambition which is Making a difference every day; within that Technology Enabled is a main driver of change. This is aligned with the priorities within the Council's strategy 'Framing Kent's Future 2022-2026' and will contribute towards the delivery of a number of key areas for the Authority. Our ambition is to lead the way in terms of adoption and application of digital technology to support people.

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II.3) Estimated date of publication of contract notice

6 November 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