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Planning

## **Market Engagement Questionnaire for the Provision of an Adult Social Care Case Management System for the Isle of Wight Council**

Isle of Wight Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-021820

Procurement identifier (OCID): ocids-h6vhtk-047db7

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

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

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

#### **Contact**

Mrs Lucy Chandler

#### **Email**

[lucy.chandler@iow.gov.uk](mailto:lucy.chandler@iow.gov.uk)

**Telephone**

+44 1983821000

**Country**

United Kingdom

**Region code**

UKJ34 - Isle of Wight

**Internet address(es)**

Main address

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

Buyer's address

<http://www.iow.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

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## **Section II: Object**

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

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

Market Engagement Questionnaire for the Provision of an Adult Social Care Case Management System for the Isle of Wight Council

Reference number

DN731824

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

- 48000000 - Software package and information systems

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

Supplies

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

The Authority is looking to procure an Adult Social Care Case Management System and it will need to deliver multiple benefits, including, but not limited to:

- Providing an intuitive, responsive user experience appropriate to all stakeholders
- Providing appropriate Availability, Access, Authentication and Authorisation (AAA)
- Meeting Statutory and Care Act 2014 and CQC obligations
- Enabling effective engagement, participation, and collaboration between all stakeholders
- Flexible and innovative, supporting the future aims and objectives of IWC business processes
- Delivering effective and efficient continuous improvement to meet the ongoing growth and changes of the industry and service
- Delivering meaningful, intuitive and timely integrated data and content by:

a) achieving a '360 view' of the individual.

- b) including content and documents that are relevant to the individual;
  - c) inform key decisions through powerful business intelligence, analytics and interactive reporting;
  - d) support a reporting function to produce a range of statutory, standardised and ad hoc intelligent reports with clear visualisation;
  - e) enable faster decision making by reporting against real time information
- Providing a knowledge management tool to share experience and knowledge across the customer facing teams
  - Enabling effective analysis, modelling and planning
  - Enabling the pro-active resolution of service issues and providing good quality support, performance & reliability.
  - Compliant with GDPR including the right to be forgotten
  - Flexibility to allow edits or redesigns of assessment templates and other forms internally.
  - Enable effective data communication and interoperability with partners in the NHS and other local organisations.
  - Must be able to provide data as API's to support internally developed ICT applications and systems.
  - Appropriately secure in all aspects for the sensitivity of the information held.

Please note re II.1.4 - this is likely to be a combination of Services and Supplies.

### **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
- 72000000 - IT services: consulting, software development, Internet and support

- 85000000 - Health and social work services

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

NUTS codes

- UKJ34 - Isle of Wight

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

The Authority is looking to procure an Adult Social Care Case Management System to ensure continued service delivery once the contract with our current supplier expires. Our current contract for case management is shared with our local NHS Trust who have already procured a replacement; however, we wish to have better flexibility in our system and want to look to procure a system which meets the objectives and statutory duties of our organisation first.

In common with other local authorities, Adult Social Care on the Isle of Wight is experiencing a number of pressures in providing social care for those in need. There are more individuals coming into the system who require statutory and non-statutory support at the same time as a reduction in budgets and resources across all agencies. We would like to invest in technologies that help us to mitigate those challenges whilst ensuring our workforce have access to a system which optimises the support for the people in our community.

A Case Management System is required to support approximately 500 staff across various departments in the authority to provide excellent services in adult social care. the Adult Social Care Case Management System will need to deliver multiple benefits, including, but not limited to:

- Providing an intuitive, responsive user experience appropriate to all stakeholders
- Providing appropriate Availability, Access, Authentication and Authorisation (AAA)
- Meeting Statutory and Care Act 2014 and CQC obligations
- Enabling effective engagement, participation, and collaboration between all stakeholders
- Flexible and innovative, supporting the future aims and objectives of IWC business processes
- Delivering effective and efficient continuous improvement to meet the ongoing growth and changes of the industry and service
- Delivering meaningful, intuitive and timely integrated data and content by:

- a) achieving a '360 view' of the individual.
  - b) including content and documents that are relevant to the individual;
  - c) inform key decisions through powerful business intelligence, analytics and interactive reporting;
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  - e) enable faster decision making by reporting against real time information
- Providing a knowledge management tool to share experience and knowledge across the customer facing teams
  - Enabling effective analysis, modelling and planning
  - Enabling the pro-active resolution of service issues and providing good quality support, performance & reliability.
  - Compliant with GDPR including the right to be forgotten
  - Flexibility to allow edits or redesigns of assessment templates and other forms internally.
  - Enable effective data communication and interoperability with partners in the NHS and other local organisations.
  - Must be able to provide data as API's to support internally developed ICT applications and systems.
  - Appropriately secure in all aspects for the sensitivity of the information held.

The Authority is engaging with Potential Suppliers to seek views and feedback by responding to the information provided and the questionnaire. This is intended to be used to assist the Authority on deciding the next steps for the procurement of an Adult Social Care Case Management System. Please note that this is not an invitation to tender, it is strictly a Pre-Procurement Market Engagement Questionnaire. The Authority is unclear at present on its preferred route to market or the procurement process that may be utilised. The purpose of the Market Engagement Questionnaire is to:

- Help inform and determine our procurement strategy and approach.
- Assist in the scoping of the requirement.

- Identify any innovative ideas.
- Identify options available
- Identify likely financial commitment of a solution

There are a number of questions within the Market Engagement Questionnaire for you to answer but it is not compulsory to answer all of them. We are happy to receive any feedback you wish to offer.

Responses to the Market Engagement Questionnaire imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for Suppliers who do respond. The Authority is not committed to carrying out any future procurement process.

The Authority reserves the right to withdraw this Market Engagement Questionnaire at any time and is not liable for any costs incurred as a result of Suppliers engaging with this process.

Potential Suppliers are asked to answer the questions set out in the questionnaire (pp8-9 of "Pre-Procurement Market Engagement Questionnaire for the Provision of an Adult Social Care Case Management System for the Isle of Wight Council"). This can be found on the Council's eTendering Portal Pro Contract. The link to the eTendering portal is <https://procontract.due-north.com/> and the reference number is DN731824. Please log in (or register if you do not have a log in) and the questionnaire will be available to download.

Please upload your completed questionnaire to the portal by 02 August 2024, 14.00Hrs.

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

Completed questionnaires must be uploaded to the portal by 02 August 2024, 14.00Hrs. Please leave sufficient time to do this, as uploading times can vary depending on the file size.

Documents must be uploaded in an Open Document format, and all attachments will ideally be Zipped in to one file. (Tip: Use PDF documents where possible to reduce file sizes).

Please note: Organisations can upload / amend their response via the ProContract e-Tendering Portal at any time prior to the submission deadline. The response is secure and only visible to the organisation up until the closing deadline date / time at which point the system is locked to the organisation and contents become visible to the Council.

PLEASE REMEMBER: This is not an Invitation to Tender (ITT) exercise. The Authority is intending to initiate a procurement process for the provision of an Adult Social Care Case Management System for the Council in the future, but this pre-procurement Market

Engagement Questionnaire is a call for information only. The Authority will consider the responses received and then consider its options.

Please note that the date set out in II.3 is not certain and could be changed.

Please note that the 'Type of Contract' as set out in II.1.3 says 'Supplies' but in fact it could be any combination/hybrid of goods/systems and/or services.

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

31 October 2024

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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