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Not applicable

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

Isle of Wight Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-021856

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

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Section I: Contracting authority/entity

I.1) Name and addresses

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Main address

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Buyer's address

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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

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-021820](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Last sentence

Instead of

Text

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

Read

Text

Please note re II.1.3 - this is likely to be a combination of Services and Supplies.