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Contract

Mental Welfare Commission Case Management System

Mental Welfare Commission

F03: Contract award notice

Notice identifier: 2024/S 000-026671

Procurement identifier (OCID): ocids-h6vhtk-02e718

Published 21 August 2024, 2:06pm

Section I: Contracting authority

I.1) Name and addresses

Mental Welfare Commission

Thistle House, 91 Haymarket Terrace

Edinburgh

EH12 5HE

Email

paul.mckinney@nhs.scot

Telephone

+44 1313138777

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.mwcscot.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00333

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mental Welfare Commission Case Management System

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

A case management system is sought to replace MWC's core IT system, which, is complex system that enables management of forms, checks, alerts and automation of sequences of tasks to accomplish business processes that safeguard that we are able to monitor the use of mental health and incapacity legislation in Scotland, to ensure is being applied appropriately and lawfully. A high level of configurability to enable us to manage changes to legislative forms and processes and that enables direct and ad-hoc reporting is sought. MWC receive forms and documentation that is scanned and information captured directly into the system.

The system must allow the appropriate logic to manage each different form type, identify if it relates to an existing service user, if the form is a valid successor to a previous form, if the form is starting, extending or closing an episode, and be able to manage complex rules to test the legality of the information. Forms must be received in a specific sequence and within a timescale outlined in the various acts. The solution must enable alerts and messages for end users to be configured to indicate non-compliance with the legislation. Some forms may be digitised as part of the delivery of a new system, whilst other need to remain in pdf format. A Service User or Individual can be detained under several acts, which means there is a need for the system to manage concurrent episodes under different acts. The system should also be capable of managing and automating many business processes and tasks including email and document management, handling and recording of contacts made to and by the Commission, automation of the process for second opinion visits, investigations and various types of visits. The system should be capable of document storage and management of documentation relating to cases, visits, investigations. The supplier must be able to migrate all data including legacy data from our core IT system. Please refer to the SPD Instructions for Bidders document for a description of how to complete the SPD.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,175,295

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The Mental Welfare Commission (MWC) is an independent statutory body funded by Scottish Government and charged with protecting and promoting the human rights of people with mental illness, learning disabilities, dementia, and related conditions in Scotland. Its key role is to protect the welfare of people who are vulnerable through mental disorder and one of the ways we do this is to monitor the use of the Mental Health legislation. MWC receive all notifications of detentions and other associated orders for the MHA and all welfare guardianship applications – over 40,000 notifications or forms per year.

The Commission's powers and statutory duties are outlined in the following legislation:

the Mental Health (Care and Treatment) (Scotland) Act 2003

the Adults with Incapacity (Scotland) Act 2000

the Criminal Procedures (Scotland) Act 1995

We carry out our statutory duties by focussing on five key areas of work:

Influencing and empowering

Visiting individuals

Monitoring the law

Investigation and casework

Information and advice

When someone is detained, they can be deprived of their liberty and treated without their consent. This care and treatment must be regulated carefully through legislation. As part of its monitoring of how the law is being used throughout Scotland the Commission receives over 40,000 notifications, forms, and associated paperwork each year for any of the following

Detentions and other associated orders for the MHA and CPSA,

All welfare guardianship and intervention order applications,

Treatment and compulsion orders under these acts

Due to the diversity of the work carried out by the Commission, there is a wide range of stakeholders who contribute to the completion or processing of the forms e.g.

Health boards (medical records)

Health and social care partnerships, specifically social work departments

Mental Health Tribunal for Scotland (MHTS)

Courts

Solicitors

Office of the Public Guardian

the Service User (we do not use the term “patient” as not everyone who uses the services of the Commission is a patient)

The new system should enable:

1.Support of all business processes which support the monitoring of the application of:

The Mental Health (Care and Treatment) (Scotland) Act 2003 (MHA 2003)

The Adults with Incapacity (Scotland) Act 2000 (AWIA 2000)

The Criminal Procedures (Scotland) Act 1995

2.Processing forms and episodes for all mental health and incapacity legislation

Opportunities for automation will be considered on a form-by-form basis, as long as it does not adversely impact project budget or timescales

3.Future business process re-engineering e.g.

Automation, where possible, of the handling and recording of contact made to and by the Commission e.g. email, Royal Mail, phone calls, visits, Advice Line.

Automation, where possible, of the process for managing Designated Medical Practitioners (DMPs). Includes:

Directory maintenance

Availability monitoring

Managing appointments

Payment of fees

Where possible:

Process automation for managing visits; and,

Process automation for managing investigation

4.Management of processes, tasks & resource allocation

For an individual

For a group of individuals

For the organisation

5.Management Information reporting

Regular & ad-hoc reports

On screen and physical reports for MWC staff, managers and Executive Leadership Team.

Reports for external publication on the MWC website

6.Document storage & management of documentation relating to cases, visits, investigations stored On IMP database and In folders on the shared FS1 drive

7.A comprehensive case management solution

8. Migration of data from core IT system to the [New System], includes legacy data from v5, as well as v6 & v7 form data and any forms implemented subsequent to this requirements report

II.2.5) Award criteria

Quality criterion - Name: Quality Criteria / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-007139](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 July 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Corporate Document Services Limited

Riverside House, 7 Canal Wharf

Leeds

LS11 5AS

Telephone

+44 7939866831

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,175,295

Section VI. Complementary information

VI.3) Additional information

(SC Ref:775813)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Fax

+44 1312252525

Country

United Kingdom