

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028162-2022>

Tender

Electronic Care Planning system

Hafod

F02: Contract notice

Notice identifier: 2022/S 000-028162

Procurement identifier (OCID): ocids-h6vhtk-0373a5

Published 6 October 2022, 4:51pm

The closing date and time has been changed to:

24 November 2022, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Hafod

St Hilary Court,

Cardiff

cf43 4lg

Contact

Leanne Millard

Email

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Telephone

+44 7591598464

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+44 2920672499

Country

United Kingdom

NUTS code

UKL22 - Cardiff and Vale of Glamorgan

Internet address(es)

Main address

<https://www.hafod.org.uk/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1147

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.sell2wales.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.sell2wales.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Housing and Social Care

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Electronic Care Planning system

Reference number

H0000010.00

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hafod is looking to procure an electronic system for Care planning. With over 700 service users across 8 care homes, 3 extra care schemes and additional Domiciliary Care services, keeping and maintaining care records can be a significant challenge.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 72212781 - System management software development services

- 72212670 - Real time operating system software development services
- 48814100 - Nursing information system
- 48814200 - Patient-administration system
- 48627000 - Real-time operating system software package
- 48810000 - Information systems
- 48814000 - Medical information systems

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Hafod requires an Electronic Care Planning (ECP) system for Hafod's Care services. Currently, no such system exists across Hafod, with care colleagues at different sites using various manual methods to record and review service user data. This presents several challenges (listed below) to the business which increase risks to the business as well as service users.

Additionally, the lack of a centralised system means that Hafod currently has little to no operational oversight of the data held within care plans, making it difficult to report on the situation in each home and to make data-driven decisions about care services. The chosen system for this project must address these issues and allow for a streamlined and standardised process for recording service user data, as well as a number of safeguarding solutions to reduce risks.

Alongside this, care managers and administrators also face issues around colleague rostering, with many spending significant time manually managing their workforce on various spreadsheets and other documents. The chosen system for this project will also need to include a rostering solution to reduce this burden on managers.

The implementation of an ECP system, including colleague management/rostering features, would help address these issues as well as reduce risks to both Hafod's service users and to the business itself. It also aligns with several of Hafod's Strategic aims, including Health and Social Care, Accelerating our Digital Transformation, Decarbonisation and First-Class Governance.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 60

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

24 months in 12-month increments

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Hafod reserves the right to add or remove users as part of the contract

II.2.13) Information about European Union Funds

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

NA

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The system is required to be active and live by January 2023

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

3 November 2022

Local time

12:00pm

Changed to:

Date

24 November 2022

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

3 November 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2027

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The implementation of an ECP system, including colleague management/rostering features, would help address these issues as well as reduce risks to both Hafod's service users and to the business itself. It also aligns with several of Hafod's Strategic aims, including Health and Social Care, Accelerating our Digital Transformation, Decarbonisation and First-Class Governance. The expected benefits of such a system include:

Evidence based recording of care delivery that allows oversight to supervisors and managers that the appropriate level of care is delivered and allowing for performance management.

A reduction in colleague time spent creating, maintaining and reviewing care plans, allowing more time for colleagues to attend to service users.

A simpler and more streamlined system - standardised across sites - that allows colleagues to stay updated at all times so that they can provide the appropriate level of care to service users.

A reduction in record gaps, reducing risks to service users.

Operational oversight using a centralised reporting system to allow the business to make data-driven decisions and ensure regulatory compliance. Efficient quality control tools that allow appropriate support to the services from the operational team.

Operational oversight over accidents and incidents to allow early support and interventions to allow response in line with care quality regulations and safeguarding policies.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=125372.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(WA Ref:125372)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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Country

United Kingdom