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Tender

Provision of Electronic Rostering and Monitoring solution for Flintshire County Council's Domiciliary Care Services

Flintshire County Council

F02: Contract notice

Notice identifier: 2023/S 000-028624

Procurement identifier (OCID): ocids-h6vhtk-04060f

Published 28 September 2023, 1:52pm

Section I: Contracting authority

I.1) Name and addresses

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712194

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.flintshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

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

Provision of Electronic Rostering and Monitoring solution for Flintshire County Council's Domiciliary Care Services

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

The aim of the project is to procure, configure and implement a new social care rostering and monitoring solution to support our in-house domiciliary care services. The new system will cover the rostering of all care packages within our community and extra care teams as well as providing a monitoring service to provide live transmission of data to confirm calls have been completed, support health and safety of lone workers, and to provide the facility to exchange information within the service between care coordinators and the care team in a timely manner.

The domiciliary care service supports a variety of care packages:

- Short term reablement and assessment,
- Living well – our dementia support service
- Long term care packages

Further information can be found within the procurement documentation within the PROACTIS Supplier Portal

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

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

Main site or place of performance

Flintshire

II.2.4) Description of the procurement

The aim of the project is to procure, configure and implement a new social care rostering and monitoring solution to support our in-house domiciliary care services. The new system will cover the rostering of all care packages within our community and extra care teams as well as providing a monitoring service to provide live transmission of data to confirm calls have been completed, support health and safety of lone workers, and to provide the facility to exchange information within the service between care coordinators and the care team in a timely manner.

The domiciliary care service supports a variety of care packages:

- Short term reablement and assessment,
- Living well – our dementia support service
- Long term care packages

The new system will be used by multiple teams within our domiciliary care service, and the requirements include, but are not limited to:

- Ability to electronically arrange Care Workers / staff rota's, identifying potential gaps in service provision and limiting as much as possible back office and system admin time.
- Have a smart and flexible method for making quick, or ad-hoc changes to rotas.
- Take into account of specific, service or team level arrangements around Annual Leave, Toil, and Overtime.
- Be able to identify or register skill sets and/or qualifications against staff members to support intelligent rostering.

- Provide the ability to communicate rotas, and potentially other details, to individual staff out in the community (either via an app or other methods).
- The ability to 'clock' or 'register' for timesheet generation purposes or marking that a job has been completed in real-time.
- As above, the ability to generate timesheets based on 'actual' data and the ability to generate an extract for any payroll runs.
- Hold client and staff data to meet the requirements of RISCA and provide relevant information for care planning and rostering
- The system will support with the creation of accurate billing information for service users, this will need to be compliant with requirements of the Local Authority Financial Assessment Team.
- The system will also be required to support the accurate and timely creation of payroll information to include, direct care times, non-contact time and confirmation of mileage claims.
- The system will be able to support performance management and meet the reporting requirement of Care Inspectorate Wales in line with the Regulation and Inspection of Social Care Wales Act (RISCA).
- The solution should be able to be used by multiple service areas within the same local authority.
- The system must allow for multiple unique identifiers on a service user/client record
- It would be advantageous that any application has a reporting function/solution that allows the services that use it the ability to interrogate their data to support performance management or quality assurance processes to meet the requirements of RISCA. (In-app reporting and/or local reporting)
- A fully configured cloud hosted Social Care Rostering System
- Hold client data sufficient to drive the finance processes
- System must allow for multiple unique identifiers on a service user record
- Each domiciliary care team to have its own unique identifier.
- The ability to view current and historical services being delivered to a service user.

-The ability to allocate budget codes against service types.

II.2.5) Award criteria

Quality criterion - Name: Migration of data and quality / Weighting: 3.5%

Quality criterion - Name: Functionality / Weighting: 35%

Quality criterion - Name: Reports / Weighting: 7%

Quality criterion - Name: Audit / Weighting: 7%

Quality criterion - Name: Access, Security & Consent / Weighting: 7%

Quality criterion - Name: Support / Weighting: 7%

Quality criterion - Name: Contract Management / Weighting: 3.5%

Price - Weighting: 30

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will be for an initial period of 60 months with the option to extend on an annual basis up to a maximum period of 20 years.

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

As per the procurement documentation.

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: Yes

IV.2) Administrative information

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

Date

30 October 2023

Local time

12:00pm

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

English, Welsh

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 October 2023

Local time

1:00pm

Place

Electronically via PROACTIS

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The initial contract is for a 5 year period with the option to extend on an annual basis to a maximum contract duration of 20 years. At present, we are unsure when further notices will be published.

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

1. Log in to PROACTIS at <https://supplierlive.proactisp2p.com>
2. If you are already registered on the Proactis portal please Login and start at Step 14 of these instructions if not go to STEP 3
3. Click the “Sign Up” button at the bottom of the window
4. Enter your correct Organisation Name, address and Primary Contact Details. You will need to create the Organisation ID and User Name. If you have a generic email address for your organisation e.g. tenders@xxx.co.uk then please use this as the primary contact email address.
5. Please make a note of the Organisation ID and User Name, then click “Register”
6. You will receive an email asking you to “Click here to activate your account”. This takes you to Enter Organisation Details.
7. Please enter the information requested, click the “>” on the screen and follow the instructions ensuring that you enter all applicable details.
8. In the Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice. Please ensure that the selected codes are relevant to your business to ensure that you get notification of opportunities that are of interest.
9. In the Buyers screen please select Denbighshire County Council (you may register with other organisations if you wish)
10. In the Primary Contact Details screen please ensure that all information is complete. (Please see note 4 above)
11. Accept the Terms and Conditions and then click “>”. This takes you to the Welcome window.
12. In the Finish screen please enter a new password and note all your Login details for future reference.
13. Now click “Complete Registration” and you will enter the Supplier Network page.
14. On the centre of the screen click “Opportunities”. This will take you to the list of current opportunities available to you.

15. Click the ">" that relates to this notice, this will take you into the PQQ or Tender Request and click "Register Interest". Note there may be several opportunities that appear on this screen, please

ensure that you select the correct one.

16. In the "Your Opportunities" screen please note the closing time and date for completion of the relevant project. Please review the "Items" tab (Tender stage only) and the Documents tab (PQQ and

Tender stages) as there will be information relating to the project held here. The Documents are accessed by clicking the down arrow underneath the General tab. Please ensure that you download all

documents to your PC as you will be required to complete and upload some of them as part of your submission. There are instructions on how to complete your submission in the Guidance for Bidders document.

17. You can now either create your response", or "Decline" this opportunity.

(WA Ref:134623)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom