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Contract

Electronic Care Planning system

Hafod

F03: Contract award notice

Notice identifier: 2023/S 000-029825

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

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Section I: Contracting authority

I.1) Name and addresses

Hafod

St Hilary Court,

Cardiff

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Contact

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+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.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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £509,880

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.2.11) 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 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-028162](#)

Section V. Award of contract

Contract No

2023H000010.00

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 September 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Carebeans Limited

Singleton Court, Wonastow Road

Monmouth

NP255JA

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: £509,880

Section VI. Complementary information

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.

(WA Ref:135445)

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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+44 2079477501

Country

United Kingdom