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Planning

## **Request for Information (RFI) Foundational Specification on Case Management Systems**

Department of Health and Social Care

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-030722

Procurement identifier (OCID): ocids-h6vhtk-04a303

Published 26 September 2024, 9:58am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

#### **Contact**

Joe Smith

#### **Email**

[joe.smith1@dhsc.gov.uk](mailto:joe.smith1@dhsc.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKI32 - Westminster

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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://health-family.force.com/s/Welcome>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Request for Information (RFI) Foundational Specification on Case Management Systems

Reference number

C308706

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Request for Information (RFI) Case management systems are digital records that are used to record all details relating to a person's care. As such case management systems are a key tool for local authorities to deliver support and a key piece of infrastructure for the wider digital transformation of adult social care.

The Department of Health and Social Care has spoken to a wide range of local authorities and IT suppliers about challenges and opportunities in relation to these systems, including that systems are not performing as expected, local authorities are finding procurement excessively difficult, and suppliers are facing major cost pressures.

The Department has decided to explore the case management system market in more detail with a view to providing greater support. This is to enable the market to sustainably innovate and produce efficient and effective case management systems that best serve the needs of people drawing on care and support.

The core element of our work on case management systems to date has been the development of a Foundational Specification (further detail in annex). The Foundational Specification is technical guidance setting out what case management systems 'must, could, and should do' to enable local authorities to procure and manage them more efficiently and for suppliers to effectively prioritise future development.

'Part 1' of the Specification focused on continuous improvement. It has been developed and well received by both local authorities and suppliers during initial consultation, and includes the following chapters:

- ASC Core Record – a core data set for consistently and accurately recording a person's key information
- Interoperability – the ability for CMSs to connect to external health and social care

information systems

- Self-service and Portals – options for supporting greater choice and control when accessing social care
- Data, Analytics and Reporting – how data can be managed and used to support operational, performance and strategic activities
- Non-functional requirements – attributes that determine how well an application should perform, meet quality standards, and service and user expectations as they relate to 'Continuous Improvement'

Following on from this positive reception and in response to the request for greater clarity from the market, the Department is exploring the possibility of producing a 'Part 2'. 'Part 2' of the Specification would focus on procurement, and include the following chapters:

- Case Recording – core functionality for recording key elements of care and the system workflows that direct and guide actions
- Finance – capability of CMSs to accurately and effectively assess and monitor financial requirements and limits for people receiving care
- Commissioning – ability of the system to link to and commission care from care providers
- Non-functional requirements – attributes that determine how well an application should perform, meet quality standards, and service and user expectations as they relate to 'Procurement'

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 75130000 - Supporting services for the government
- 85100000 - Health services
- 85000000 - Health and social work services
- 79410000 - Business and management consultancy services
- 85140000 - Miscellaneous health services
- 79990000 - Miscellaneous business-related services
- 72212517 - IT software development services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

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Objective:

The Department is seeking a potential partner to continue development of the Foundational Specification, working with relevant stakeholders to create technical case management system guidance focusing on the remaining 'Part 2' chapters listed above. They would also need to re-visit 'Part 1' to ensure it is consistent with the new sections of 'Part 2', and to action previous comments we have received from stakeholders. To do this effectively this partner would have to engage with: a range of LAs on the technical requirements of their CMSs, all major CMS suppliers on the current and planned system capabilities, and a wide range of expert and stakeholder groups to ensure the specification supports the delivery of effective and efficient care.

The supplier will also need to support the Department in running consultations to test this guidance as it is developed and ultimately support its publication. The final deliverable will be a comprehensive set of technical guidance on the requirements of a case management system, ready for the Department to publish. This should enable local authorities to effectively procure systems and enable suppliers to prioritise the future technical development of case management systems. The ultimate aim is that LAs will be able to integrate this document directly into their procurement process to effectively and efficiently procure and manage their CMSs.

Questionnaire:

Please complete:

Supplier Name

Supplier Address

Supplier Company Registration Number

Key Contact Name

Email Address

Telephone Number

- How would you propose delivering a project of this type to best achieve our objectives?  
500 words max.
- What experience do you have in the social care digital systems sector that would enable you to effectively complete this work?  
500 words max.
- What existing relationships do you have across LAs, English CMS providers, and relevant expert bodies to effectively create and test this guidance?  
500 words max.

- What level of resourcing would you propose you need to deliver this work effectively?  
What skills will be needed across the project team?  
300 words max.
- How long would you require to deliver this work given your proposed level of resource?  
300 words max.
- What would be the cost of this level of resource for this time?  
300 words max.

## Annex – Foundational Specification Further Context

To date, our key piece of work to support the case management system market has been the development of our Foundational Specification – a set of technical guidance that sets out what case management systems must, could, and should do.

Together with the Department's local authority reference group, supporting Departments, experts, and case management system suppliers, we have developed the first part of the Foundational Specification. This document will provide local authorities and suppliers, for the first time, with an agreed and cohesive vision of what the future of case management systems should look like.

The intention is that this will raise standards by setting out minimum requirements, especially around interoperability, which will improve the functionality of systems and enable wider transformation. In addition, it will lower costs for both LAs and suppliers by promoting greater standardisation.

This Specification is not being introduced as mandatory, instead we are working closely with local authorities and suppliers to co-develop the Specification and ensure it is fit for purpose to promote adoption.

The Specification is planned to be delivered over two publications, as the Department's local authority reference group asked the Department to produce and publish on the topic of 'Continuous Improvement' sooner so that they can begin to effect change more quickly. We have developed 'Part 1' of this Specification and received positive feedback from across the market. We are currently assessing our options for developing 'Part 2' which will focus on core 'Procurement' topics.

### **II.2.14) Additional information**

DHSC is issuing this RFI to gain additional information from potential suppliers to ensure the successful future tender exercise for Foundational Specification on Case Management Systems.

To access the RFI Document which includes a more detailed Service Description. register at:

<https://atamis-1928.my.site.com/s/Welcome>.

The Atamis reference for this RFI is C308706.

For any Atamis queries email to: [support-health@atamis.co.uk](mailto:support-health@atamis.co.uk) or via Helpdesk Phone: 0800 9956035

Please return your completed RFI no later than Thursday 17th October at 15:00.

NOTE: For avoidance of doubt this is not a call for competition, the purpose is to advise the market on the forthcoming DHSC procurement and seek feedback from the market that may inform the final specification and/or procurement approach to the services.

The RFI process does not form part of the formal procurement process. When the formal procurement process commences any supplier may join the competition and all supplier Tenders will be evaluated on the same basis. The contractual opportunity will be available in the future via DHSC Atamis eTendering System.

### **II.3) Estimated date of publication of contract notice**

26 September 2024

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes