

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032876-2022>

Tender

CO0033 Social Care Platform Programme

Essex County Council

F02: Contract notice

Notice identifier: 2022/S 000-032876

Procurement identifier (OCID): ocds-h6vhtk-0386c3

Published 18 November 2022, 5:59pm

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Mr Harrison Crick

Email

Harrison.Crick@essex.gov.uk

Telephone

+44 3330138313

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/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

CO0033 Social Care Platform Programme

Reference number

DN631938

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

Essex County Council is submitting to tender the requirements for the provision of a fully integrated Social Care Case Management Solution, to include Adults, Children & Families Social Care as well as an integrated financial solution. We are seeking an innovative, solution focussed Supplier, willing and capable of delivering a practice-led solution to meet the challenges of the changing UK social care landscape, the demands of citizen and provider self-serve and the technology industry integration agenda to support the delivery of social care throughout Essex. The Authority propose to establish a contract for an Initial term of seven years, with the potential to extend up to a further three years (whether in single or multiple extensions).

II.1.5) Estimated total value

Value excluding VAT: £12,000,000

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
- 48100000 - Industry specific software package
- 48442000 - Financial systems software package
- 48443000 - Accounting software package
- 72211000 - Programming services of systems and user software
- 72212100 - Industry specific software development services
- 72212180 - Medical software development services
- 72212217 - Transaction-processing software development services
- 72212440 - Financial analysis and accounting software development services
- 72212441 - Financial analysis software development services
- 72212442 - Financial systems software development services
- 72212443 - Accounting software development services
- 72212517 - IT software development services
- 72212900 - Miscellaneous software development services and computer systems

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

The Authority are procuring a single supplier of a fully integrated case management system covering adults, children and families social care and associated financial solutions. This system will be the foundation of our social care platform solution and will be central to the management of our social care offering.

A phased implementation approach is required with two go-live dates. The period between

the two go-live dates must not be more than 12 weeks, with the second go-live date being no more than 18 months following contract commencement.

The supplier must provide a practice-led solution with the ability to evolve at pace, in function and scope to meet changing technology, social care legislation and practice throughout the duration of the contract.

The solution must be capable of meeting all current and emerging legislation, and guidance including monitoring, managing and delivering the new duties and responsibilities arising from the Health and Care Act 2022, including care charging reforms, CQC inspection regimes and partnership working with the NHS and other partners.

In addition to fully supporting a people and young people-centric approach, the solution must aid Authority social work practitioners in critical day-to-day responsibilities like safeguarding and reablement and at a people and young people level must enable self-management, individual budgets and direct payments.

Ambition for this solution is high. It must be resilient, stable and reliable. The Authority is seeking a supplier to work in collaboration to ensure value for money, best practice and continuous improvement is achieved throughout the contract duration. The Supplier will be required to proactively undertake horizon scanning and bring innovation or market changes to Authority attention.

Data will be required to be migrated from multiple live and legacy systems. The Supplier must be willing and able to open the proposed solution to all/any integration required by the Authority. It will have the capability for improved information sharing between Social Care, Health and other Partners. The solution must have effective business processes in terms of efficiency and automation and will have the ability to provide effective business and financial reporting to support operational services.

II.2.5) Award criteria

Quality criterion - Name: Quality including Social Value / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £12,000,000

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

Duration in months

120

This contract is subject to renewal

No

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

II.2.14) Additional information

The Authority has stated a maximum indicative value of £6m in the tender for Authority resources to support the implementation of the Suppliers Solution. Details can be found at section 4.4 Constraints of the Specification.

Further details can be found in the tender pack.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 232-573847](#)

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

Date

21 December 2022

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

6 February 2023

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: 8 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice The Strand

London

WC2A 2LL

Country

United Kingdom