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Planning

Social Work Scheduling Tool

North Lanarkshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-033282

Procurement identifier (OCID): ocids-h6vhtk-041754

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Section I: Contracting authority

I.1) Name and addresses

North Lanarkshire Council

Civic Centre, Windmillhill Street

Motherwell

ML1 1AB

Email

mootyh@northlan.gov.uk

Telephone

+44 1698302413

Country

United Kingdom

NUTS code

UKM84 - North Lanarkshire

Internet address(es)

Main address

<http://www.northlanarkshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00010

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

ICT

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Social Work Scheduling Tool

II.1.2) Main CPV code

- 48332000 - Scheduling software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

As part of the preparatory work for a potential future procurement procedure, North Lanarkshire Council (the “Council”) is looking to engage with the market for a potential replacement to the current home support scheduling tool with an ambition to have a new contract in place and fully mobilised by October 1st 2024.

To enable the Council to plan and prepare for any future procurement procedure, the Council would like to invite interested parties to a 45 minute online meeting on December 1st 2023. Suppliers are invited to present a high-level overview of software scheduling products which meet the requirements as detailed in the schedule of requirements (see attached additional document). Suppliers should detail fully and provide examples of successful use of software in a similar environment. This is to help inform the Council of what commercial off-the shelf software is available and the capabilities of current software.

Suppliers are required to provide a brief overview of what licencing options are available and estimated implementation timeframes.

Suppliers should respond to mootyh@northlan.gov.uk by 17:00 24 November 2023 to express interest in presenting your solution. Invites will then be sent to interested parties via Microsoft Teams.

On review of interest expressions North Lanarkshire Council will issue these invitations and may require additional dates. We may commence further engagement during the meeting around areas of demonstrations, and technical detail.

The council does not commit to issuing any future procurement via Open Procedure and

will be considering the use of existing 3rd party framework agreements when procuring. This exercise is to engage the market and understand what solutions are currently available, their capability and capacity to deliver.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 85310000 - Social work services
- 48330000 - Scheduling and productivity software package
- 48332000 - Scheduling software package
- 72212330 - Scheduling and productivity software development services
- 72212332 - Scheduling software development services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

Background:

The Home Support Service supports around 3,500 people at any one time and deploys a workforce of over 1,400 Home Support Workers to provide personal and essential care and support to help people live safely in their own home for as long as possible. It is a large and complex service responsible for the safety, health and wellbeing of the most vulnerable in our communities.

At peak times we provide over 6000 visits per day and can have up to 750 Home Support Workers on shift. We manage changes on a daily basis as the support we provide to our service users can change due to hospital admission or outpatient appointments, availability of Home Support Workers due to holidays or other absence and also needs to take account of the increasing number of people whose support requires multiple visits in a day, often involving two or more Home Support Workers to safely assist with transfers and personal care. Continuity of service and matching the right staff with the right skills to

people who require support and at the right time are essential to the quality of care and support.

We are looking to procure a replacement an existing solution called Advanced Kirona Job Manager which is becoming end of life.

Points to consider (system integrations):

Case Management System: The current mySWIS system holds all of our Home Support data and also integrates with a range of other lines of business systems to support the council in completing activities such as billing, overtime payments, budget management, reconciliation. We are currently out tender for a replacement case management system and the new scheduling tool must be capable of integrating with our current case management system and future products.

Digital Transformation: The council is rolling out a range of other technology products that can be used by Home Support to support their business needs. These products include the following:

SharePoint - a corporate EDRMS. Either this or a similar, inbuilt system from a replacement case management system could be used as a means of storing case records and related documents.

Digital Platform - a corporate CRM that is used for managing customer contact and offering residents digital self-service. Again, social care and justice requirements for digital self-service could be met through this, or an add-on to a replacement case management system.

HR System - iTrent - all absence for annual leave, sick or special leave is managed through this system.

PowerBI - a business intelligence tool. Any replacement case management system will be expected to include reporting functionality, but will also be required to allow data to be extracted and imported into PowerBI.

II.2.14) Additional information

Deadline to register interest with Heather Mooty is 17:00 24th November 2023.

II.3) Estimated date of publication of contract notice

15 January 2024

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

Section VI. Complementary information

VI.3) Additional information

The Council will be reviewing the available procurement routes (including 3rd party frameworks) after the market engagement process.

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

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=750034.

(SC Ref:750034)