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Planning

Care Planning and Reablement Solution

Rhondda Cynon Taf CBC

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036507

Procurement identifier (OCID): ocids-h6vhtk-0556f3 ([view related notices](#))

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Scope

Reference

RCT05

Description

Market Engagement of a Care Planning and Reablement Solution

Total value (estimated)

- £1,000 excluding VAT
- £1,200 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKL15 - Central Valleys

Engagement

Engagement deadline

18 August 2025

Engagement process description

The Support@Home service of RCTCBC is exploring the procurement of a new Care Planning and Reablement Solution to potentially replace its current platform. This Preliminary Market Engagement Notice is issued to inform the market of our intentions

and to invite suppliers to provide information that will support the development of any possible future procurement strategy.

Support@Home delivers a range of services aimed at enhancing the quality of life for individuals in need of assistance. These services include short-term rehabilitation care services, which focus on helping individuals regain their independence and daily living skills. Additionally, the Mobile Responder Service provides immediate assistance for emergencies and urgent needs, while care support in an Extra Care scheme offers tailored care solutions within a scheme setting.

High-Level Requirements

The solution should meet the following essential criteria:

1. Full compliance and monitoring performance in line with the Social Service and Wellbeing (Wales) Act and the Regulation and Inspection of Social Care (Wales) Act 2016. This compliance must be auditable and reportable. Care Act compliance is not sufficient.
2. Staff rostering with support for:
 - a. Varied working patterns, including casual contracted staff.
 - b. Flexible shift patterns.
 - c. On-call scheduling.
 - d. Rota planning for teams of staff within a limited geographic area.
 - e. Rota planning based on staff skills levels.
3. System must make it easy to action short-term in-day changes to rotas and planning, including adding new calls at short notice, changing staff allocations, changing call patterns (i.e. staggering calls to occur every other day). Frontline care staff must be alerted to changes that affect them in an easily accessible way.
4. Full care delivery planning, incorporating detailed care plans, risk assessments, and hazard identification to ensure comprehensive care App for staff to view rotas, sign in/out, and record progress notes.
5. Automatic matching of staff skills to the needs of the care recipient, and ability to prohibit certain workers from delivering care to a certain recipient.
6. Automatic optimised routing for care visits, with the ability to make real-time schedule

adjustments based on changing circumstances or emergencies.

7. A user-friendly app for staff to view their rotas, sign in/out of shifts, and record progress notes, facilitating real-time updates and communication. There must be an option to complete all these tasks when phone signal is poor or non-existent.

8. Integration with Mosaic and iTrent through API or equivalent methods to ensure seamless data exchange and bi-directional interoperability and reduce double keying for information.

9. Automatic mileage claim generation, simplifying the reimbursement process for staff who travel for care delivery.

10. Geo-tagging features for accurate sign-in/out logging, enhancing accountability and tracking. In our experience, a physical tag or bar code scanning for signing in and out is cumbersome and unreliable. The system must also work in a place-based care delivery scheme and account for 'blackspot' coverage areas.

11. Background lone worker safety features, including emergency alerts and check-in systems to protect staff working independently. This must be a seamless system running in the background, without the need for any additional sign-ins or log-ons.

12. A family portal for clients' families to view care plans, updates, and progress notes, ensuring transparency and communication. There must be a Welsh language view available.

13. Two-way auditable communication channels between staff and management, enabling secure and traceable messaging.

14. The ability to upload documents, videos, and other media to care records, supporting comprehensive care documentation and review.

15. The solution must allow for the full extraction of data, including real-time, with the ability to pass all information to and from the Authority's preferred Data Warehouse or Data Lake, currently MS Azure Data Lake and for bespoke reporting purposes in Microsoft Power BI.

16. The solution must be entirely Cloud based, located within the EEA and comply with DPA2018 / UK GDPR.

17. Solution must comply with the Welsh Language Measure 2011

18. Your support desk must be contactable by phone and by email or online portal and the phone number must not be premium rate. Support should be available within the service

operating hours of 7am to 11pm. Please provide details of your support hours and how you would meet the requirements of the service for outside of normal business operating hours.

19. Data secured at transit and at rest at all times.

20. All interfaces to be presented to WCAG version 2.1 minimum with a roadmap for version 2.2

This Preliminary Market Engagement Notice is not a call for competition. Responses will inform our procurement strategy, which may include a future competitive tender process. Suppliers may be invited to participate in further engagement activities, including demonstrations or clarification sessions.

Please advise if you are interested in bidding for this opportunity and participating in the market engagement by registering onto the following PQQ of etenderwales, expressing your interest and completing the questionnaire by the date provided. PQQ reference 33548 and can be accessed using the following link:

<https://etenderwales.bravosolution.co.uk/go/575318450197C5FF8C73>

Submission

Publication date of tender notice (estimated)

1 November 2025

Contracting authority

Rhondda Cynon Taf CBC

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

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Email: procurement@rctcbc.gov.uk

Website: <http://www.rctcbc.gov.uk/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales