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Contract

# Award of an Electronic Rostering and Monitoring solution for Flintshire County Council's Domiciliary Care Services

Flintshire County Council

F03: Contract award notice
Notice identifier: 2024/S 000-038860
Procurement identifier (OCID): ocds-h6vhtk-04060f
Published 3 December 2024, 10:26am

## Section I: Contracting authority

### I.1) Name and addresses

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

**Email**

procurement@denbighshire.gov.uk

**Telephone**

+44 1824712194

**Country**

United Kingdom

**NUTS code**

UKL23 - Flintshire and Wrexham

**Internet address(es)**

Main address

https://www.flintshire.gov.uk

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

## I.2) Information about joint procurement

The contract is awarded by a central purchasing body

## 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

Award of an Electronic Rostering and Monitoring solution for Flintshire County Council's Domiciliary Care Services

### 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

The aim of the project was to procure, configure and implement a new social care rostering and monitoring solution to support our in-house domiciliary care services. The new system will cover the rostering of all care packages within our community and extra care teams as well as providing a monitoring service to provide live transmission of data to confirm calls have been completed, support health and safety of lone workers, and to provide the facility to exchange information within the service between care coordinators and the care team in a timely manner.

The domiciliary care service supports a variety of care packages:

-Short term reablement and assessment,

-Living well – our dementia support service

-Long term care packages

This contract has now been awarded.

### 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: £93,750

## II.2) Description

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

- 48000000 - Software package and information systems

- 72000000 - IT services: consulting, software development, Internet and support

### II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

Main site or place of performance

Flintshire

### II.2.4) Description of the procurement

The aim of the project was to procure, configure and implement a new social care rostering and monitoring solution to support our in-house domiciliary care services. The new system will cover the rostering of all care packages within our community and extra care teams as well as providing a monitoring service to provide live transmission of data to confirm calls have been completed, support health and safety of lone workers, and to provide the facility to exchange information within the service between care coordinators and the care team in a timely manner.

The domiciliary care service supports a variety of care packages:

-Short term reablement and assessment,

-Living well – our dementia support service

-Long term care packages

The new system will be used by multiple teams within our domiciliary care service, and the requirements include, but are not limited to:

-Ability to electronically arrange Care Workers / staff rota's, identifying potential gaps in service provision and limiting as much as possible back office and system admin time.

-Have a smart and flexible method for making quick, or ad-hoc changes to rotas.

-Take into account of specific, service or team level arrangements around Annual Leave, Toil, and Overtime.

-Be able to identify or register skill sets and/or qualifications against staff members to support intelligent rostering.

-Provide the ability to communicate rotas, and potentially other details, to individual staff out in the community (either via an app or other methods).

-The ability to 'clock' or 'register' for timesheet generation purposes or marking that a job has been completed in real-time.

-As above, the ability to generate timesheets based on 'actual' data and the ability to generate an extract for any payroll runs.

-Hold client and staff data to meet the requirements of RISCA and provide relevant information for care planning and rostering

-The system will support with the creation of accurate billing information for service users, this will need to be compliant with requirements of the Local Authority Financial Assessment Team.

-The system will also be required to support the accurate and timely creation of payroll information to include, direct care times, non-contact time and confirmation of mileage claims.

-The system will be able to support performance management and meet the reporting requirement of Care Inspectorate Wales in line with the Regulation and Inspection of Social Care Wales Act (RISCA).

-The solution should be able to be used by multiple service areas within the same local authority.

-The system must allow for multiple unique identifiers on a service user/client record

-It would be advantageous that any application has a reporting function/solution that allows the services that use it the ability to interrogate their data to support performance management or quality assurance processes to meet the requirements of RISCA. (In-app reporting and/or local reporting)

-A fully configured cloud hosted Social Care Rostering System

-Hold client data sufficient to drive the finance processes

-System must allow for multiple unique identifiers on a service user record

-Each domiciliary care team to have its own unique identifier.

-The ability to view current and historical services being delivered to a service user.

-The ability to allocate budget codes against service types.

This contract has now been awarded.

**II.2.5) Award criteria**

Quality criterion - Name: Migration of data and quality / Weighting: 3.5%

Quality criterion - Name: Functionality / Weighting: 35%

Quality criterion - Name: Reports / Weighting: 7%

Quality criterion - Name: Audit / Weighting: 7%

Quality criterion - Name: Access, Security & Consent / Weighting: 7%

Quality criterion - Name: Support / Weighting: 7%

Quality criterion - Name: Contract Management / Weighting: 3.5%

Price - Weighting: 30

**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

# 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: Yes

## IV.2) Administrative information

### IV.2.1) Previous publication concerning this procedure

Notice number: 2023/S 000-028624

# Section V. Award of contract

A contract/lot is awarded: Yes

## V.2) Award of contract

### V.2.1) Date of conclusion of the contract

18 July 2024

### V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

### V.2.3) Name and address of the contractor

OneTouch Health

Unit 9, Howley Square

Oranmore

H91XDC2

Country

Ireland

NUTS code

- IE042 - West

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £93,750

# Section VI. Complementary information

## VI.3) Additional information

(WA Ref:146473)

## VI.4) Procedures for review

### VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom