

**Pre-tender market engagement**

**Proof of concept technology system, to track an Adults Journey in Health and Social Care**

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| All responses to the questionnaire will remain confidential and will only be shared with a small number of researchers and the Procurement team at Essex County Council. The information you provide will only be used for the purposes described. Please submit your responses to [stuart.watkins@essex.gov.uk](mailto:stuart.watkins@essex.gov.uk) by COB **15 February 2021**. |

**Background**

Essex County Council has mobilised a programme alongside Newton Europe and 5 CCG’s to improve their intermediate Care Service offer. The technical project known as ‘E-referral’ plans to enable the benefits of this programme.

Essex are investigating options for tracking Adults and their outcome from hospital and/or within the community where short-term services are required after an acute episode or crisis. The intent of the system will be to provide oversight of demand, capacity and flow.

In support of that objective Essex County Council is seeking to run a proof of concept technology system that will enable comprehensive tracking of Adults to support good decision making and improving the flow of the Adults journey whilst having true oversight of Adults, Services/providers and capacity across Essex. The system will support practitioners (health, community or social care) to contribute, oversee and track the progress of Adults.

It is envisaged that the technology will be proved by initially piloting within an area in Essex with the intent of scaling up into the other areas over a fixed agreed period of time.

The business have already started an initial blue print of the type of functionality and information that is required, however we are looking to develop this blue print with a supplier with our front line users to support practitioners (health, community health or social care) as well as Providers to involve and improve flow during the pilot period in an agile, incremental approach to developments.

**Requirements**

Please note the following requirements are draft and may be developed further. The system will be required to:

* Provide a secure database that complies with Health and Social Care security regulations that allows the real time logging and tracking of data as multiple users enter information onto the system.
* To support flow and good decision making through a series of high-level questions, check lists or information to support Adults entering onto the right pathway.
* To manage core tracking information for referrals, sourcing/admissions into short term services and the management of exiting or transitioning into along term services.
* The ability for different users to update elements of the system to support their part of the process, for example, adding comments/free text, accepting or rejecting the referral. The system to provide conditional formatting or alerts depending on the information gathered on the Adult i.e. RAG rating overstayers
* The ability to provide visuals or reports from the data insight specified as user, manager or strategic level. ECC uses Power BI as our reporting solution. An open API into Power BI will support additional reporting.
* Be hosted in ECC's Microsoft Azure environment
* Operate within the Council’s Information Security Policy requirements
* Be capable of maintaining a full audit trail of all activity on the system, including all entries and changes being traceable to the originator
* Offer appropriate contingency planning and data backup provision along with data archiving facilities within the system

Preferable:

* Be a SaaS solution
* System would have an open API

The system provider will be expected to work with the council to evaluate the proof of concept to the extent that it enables the Council to have oversight of it’s out-sourced care services; supports with managing risk; drives cost and process efficiencies as well as improving outcomes for service users. The system provider would also be required to make recommendations for any future deployment of technologies.

**Other information**

Essex County Council are seeking a supplier to implement and evolve a technical solution to support the 18 month Connects Programme. At the end of the prototype phase recommendations will be taken forward to continue to roll out or widen the project depending on findings. The technical supplier will need to bear in mind that Essex has a large programme to review the Social Care Case Management Systems and therefore learning from this programme will feed into the future requirements of the longer-term strategy. However, depending on the discovery phase of the programme it will ascertain whether or not the future supplier is able to meet our existing requirements.

The budget for this contract is yet to be confirmed however the responses received from this pre-market engagement exercise will help to identify the costs associated with this project.

This engagement is to give potential providers an opportunity to express their interest in delivering a solution, to support the development of a set of requirements and to understand provider’s capabilities in meeting the draft requirements.

This process does not constitute a formal tender or other competitive bidding process. The Council is using the process solely to test the market to gather information and ascertain the level of interest in this particular service. Therefore, there are no formal criteria which we use to judge your responses, and it is not our intention to provide any feedback.

Any information you provide will be treated in confidence and will not be shared with any third party.

As part of this pre-tender market engagement exercise the Council is seeking responses to the following questionnaire.

**Questionnaire**

*Please provide as much or as little detail as you’d like in response to the questions.*

1. Would you be interested in delivering a 12 - 14 month trial of a system as described above?

Yes

No

**‘Off the shelf’ system**

1. Do you have (or can you recommend) a current software solution that will meet the above requirements? If so, please can you name the system and provide a url so that ECC can investigate this further.

Yes

No

Name of system

and url (if required):

1. Are there any fundamental requirements that won’t be met by the software solution?

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1. Please provide indicative costs to deliver the above solution along with a brief description as to what these costs cover.

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| --- | --- |
| **Description of Cost** | **Cost** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |

1. Would you be happy to provide a system demonstration to Council Officers if required?

Yes

No

**Bespoke system**

1. Are you able to develop a system that would meet the above requirements?

Yes

No

1. Can you provide a basic description on how your solution would work and meet the requirements?

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1. Please provide indicative costs to provide a solution which matches the requirements along with a brief description as to what these costs cover.

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| **Description of Cost** | **Cost** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |
|  | **£** |

**General Requirements**

1. The Council currently uses a Microsoft Excel spreadsheet to capture some of the Adults Journey data on slide 5 of the PowerPoint presentation. Please describe what benefits your system/proposal would bring over the use of a spreadsheet.

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1. Please provide an indication around timescales to implement your proposed solution and describe how you would approach it and the activities you would need to undertake.

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1. In future the Council would like Health staff to have access to and input data onto the system as per section A of the Adults Journey. Will your system/proposal be able to easily manage this user interface? What system issues do you perceive in achieving this?

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1. What would you see to be the key risks?

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1. Are you able to demonstrate experience in working with other Local Authorities to deliver and evaluate a system as described? (Describe your experience to date below)

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1. Is there any additional information you require from ECC as part of any future tender opportunity?

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Please detail below any other comments you may wish to add:

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**General information**

Thank you for completing our questionnaire. Your assistance is greatly appreciated. It would greatly assist us if you could also provide the following information so that we can assess the effectiveness of our communications.

How would you describe your organisation?

e.g. SME; large enterprise; social enterprise; community group etc.

Name of your Organisation

Contact name

Contact email

Contact telephone number