

**Early Market Engagement Questionnaire**

Reference RFS22-033

**Background**

The Council is exploring re-procuring a system or systems to effectively manage the Wheelchairs Service (WCS), Equipment Service (WES) and the equipment of the Adaptations Service.

A system or systems is required to enable the Council to continue to maintain its statutory duties in respect of Social Care and the Care Act, uphold its commitments to the Wakefield Integrated Care Board (ICB) and deliver a more consistent service to the people who use these services.

The Adaptations Service provides equipment and adaptations to resident’s homes e.g., ramps, stairs lifts, hoists. All of Wakefield’s Adaptations Team functions are provided by Wakefield Council and the team is currently based at Castleford Civic Centre. Wakefield Council is unique in terms of the set-up of its Adaptations Service. Most councils and Integrated Care Boards (ICB) provide the assessment role and then outsource the asset management and adaptations major work externally. Wakefield’s Adaptations Team provide all the functions of an adaptations service from initial contact through to completion of building works, installation of equipment, servicing, and repairs. The Adaptations Team manages thousands of assets provided to Adults and Children who live within the Wakefield District. The system or systems will be used by the Adaptations Service to manage their assets, with contracted suppliers inputting directly onto the system.

Wakefield Equipment Service (WES) and Wheelchair Services, in partnership with Wakefield ICB, provide vital community equipment (mobility aids, beds, bathing and toileting equipment) and clinical wheelchair assessments for Wakefield residents.

Wakefield Equipment Services and Wheelchair Service is a joint venture between Wakefield Council and Wakefield Integrated Care Board (ICB). Both these services are currently based at Trinity Park Business Centre.

Wakefield Equipment Services provides and delivers equipment to over 8,000 Adults and Children in the Wakefield District and/or those registered with a Wakefield ICB GP area, averaging around 80 new users a week. Priority is given to hospital discharges, end of life support and avoiding hospital admission.

All equipment provided must be maintained in accordance with the manufacturers specification and repairs completed timely. Returned equipment must be thoroughly deep cleaned, checked, and recycled to enable the service to reuse its assets.

All 3 services need to support e-referrals. They also receive referrals from other professionals.

**Key requirements from the Specification**

IT

* Hosted in the UK including data back ups
* Wholly cloud hosted
* ISO 27001 accreditation
* Mobile and flexible working – application able to be used with tablets
* Application access using (MFA) Multi Factor Authentication

Legislation

* Meets legislation; Data Protection, General Data Protection Regulations
* Ability to lock down records
* Meets Accessibility legislation/standards
* Ability to meet any changes in legislation and awareness of Adult Social Care

Functionality

* Ability to build own forms and templates (with training)
* Ability to identify priority referrals
* Ability to triage
* Ability to workflow referrals
* Inclusion of skip logic
* Ability to record delivery speeds determined by the service
* Ability to identify assets for product recalls

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| * Ability to track all assets
* Ability to manage all assets and stock take
* Ability to schedule deliveries / route plan
* Ability to see what is in stock in real time (catalogue)
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| * Ability to monitor all servicing
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| * Support E-Referrals
* Use by 3rd Party/Professionals/Suppliers

Scalability* To add/remove users or add/remove an entire service
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Reporting and letters

* Meet statutory reporting requirements
* Management information via Dashboard or report
* Integration with reporting tools e.g., Power BI
* Ability to create our own reports
* Ability to produce Letters to Council standards

Implementation

* Support with Data migration
* Support with User Acceptance Testing and pre-Go-Live
* Training
* System guides (within system)

After implementation

* Dedicated contract management
* Change management – robust process to request changes
* Helpdesk

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| **Timescales**At this stage we have not decided if this will be a whole system procurement for all 3 services or split into lots. Nevertheless, we would be looking at phased implementation with a Go Live deadline of September 2025 for all three services.

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| **Activity**  | **Date** |
| Issue Market Engagement | 01/05/2024 |
| Supplier to Populate Early Market Engagement Document | 15/05/2024 deadline |
| Wakefield to Review Responses | 16/05/2024 - 24/05/2024 |
| Market Engagement Demo’s/Visit | 28/05/2024 - 07/06/2024 |
| Publish ITT  | July 2024 (subject to T&C’s creation) |
| ITT Deadline | 30 days from published date  |
| Evaluation | October 2024 |
| Contract Award  | November 2024 |

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1. **Organisation and Contact Details**

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| **Question** | **Response** |
| Name of your Organisation |  |
| Address of Registered Office (if applicable) |  |
| Trading Address (if different from Registered Office) |  |
| Contact Name and Position |  |
| Telephone Number |  |
| Email |  |
| Organisation Status:Sole Trader Partnership Limited Company Public Limited Company Not-for-profit Other (please specify): | Please indicate your status below: |
| Please outline your core business activities |  |

1. **Experience**

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| Please provide a brief outline of solutions that you have provided to clients with similar needs to the Council within the last 3 years.This information is solely to provide the Council with an understanding of your experience and presence in the marketplace.  |
| **Response** |

1. **Questions**

Please keep your responses concise and relevant.

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| **Question 1**Please explain how your solution could meet the Council’s requirements.  |
| **Response:** |
| **Question 2**At this stage we have not decided if this will be a whole system procurement for all 3 services or split into lots. Would you be interested in tendering for part of the solution or the whole of the solution?  |
| Part Yes/NoWhole Yes/NoExplanation -  |
| Question 3Are there any aspects of our requirements that you feel would be challenging to achieve? If so, please state which ones and explain your reasons. |
| Response: |
| **Question 4**What do you envisage the key risks to be with the implementation of such a solution?  |
| **Response:** |
| **Question 5**Are there any new innovations either already available or in your development roadmap that will enhance your solution? Please explain what those are and when they will be available. |
| **Response:** |
| **Question 6**Typically, how long would it take to implement your system and is it normally phased? What resources would typically be required from the Council to support a successful go-live?  |
| **Response:** |
| **Question 7**Please provide an indicative cost and pricing model for implementing a solution to meet our needs and for annual licence and support costs. This is purely for us to ensure that we have a realistic budget in place. Estimated internal users:Adaptations Service would have 9 usersWheelchairs Service would have 19 usersEquipment Service would have 42 usersWe have assumed that for external users that there is no licence cost (i.e. professionals, suppliers). |
| **Response:** |
| **Question 8**Hardware – currently we use Zebra TC26 BK scanners. Would your solution work with these existing scanners? |
| **Yes / No** |
| **Question 9**Does your solution currently have any integration API’s (Application Programming Interface) available? Please describe below. |
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| **Question 10**Please detail below any other comments that you wish to share relevant to this market engagement. |
| **Response:** |

1. **Demonstration / Visit**

We feel it would be beneficial to have a face-to-face or teams meeting to understand your solution further. If you are interested, please indicate below and which dates are best for you.

Yes / No

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| **Date** | **Available – Yes or No** |
| 28/05/2024  |  |
| 29/05/2024 |  |
| 30/05/2024 |  |
| 31/05/2024 |  |
| 03/06/2024 |  |
| 04/06/2024 |  |
| 05/06/2024 |  |
| 06/06/2024 |  |
| 07/06/2024 |  |

1. **Declaration**

By sending this completed questionnaire to Wakefield Council you are undertaking that you are authorised by the under mentioned organisation to supply the information given above, and that you understand and agree that:

* Participation in this early market engagement will not affect or preclude any organisation from participating in any future procurement process.
* The Council reserves the right to enter into dialogue with any of the organisations which provide details as part of this market engagement process in order to clarify the information provided in the submission. The Council is not obliged to enter into further dialogue with parties which respond. This will be at the sole discretion of the Council.
* No information provided in the response to the market engagement will be used in any evaluation of any subsequent response to a procurement.
* The outcomes of the market engagement may be summarised and included in any subsequent procurement and may be released in the public domain (albeit without attributing responses to specific organisations).
* The outcomes of the market engagement will become the sole property of Wakefield Council.

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| **Please complete the following:*****The information in this document was provided by:*** |
| **Name:** |  |
| **Position:** |  |
| **For and on behalf of:** |  |
| **Date:** |  |