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# Soft Market Test

For

Drug and Alcohol Case Management System

West Northamptonshire Council

# Section 1: Introduction

## General Requirements

* 1. The purpose of this exercise is to understand the level of interest in tendering for the re-procurement of a Drug and Alcohol Case Management System, from suppliers who have the experience and capabilities to meet our requirements.
  2. **Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. West Northamptonshire Council (WNC) is issuing this request for **information only**. Any supplier invited to present to WNC is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. **Please note:** all information included in this Soft Market Test is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.
  2. All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise, please complete the questionnaire at the end of this document and return, via email to [procurement@westnorthamptonshire.gov.uk](mailto:procurement@westnorthamptonshire.gov.uk)

by **12th June 2023**.

* 1. Please note that for the purposes of transparency and equal treatment any information shared with further respondents may be shared with any other bidders for the procurement process.
  2. Upon receiving the questionnaires, we will select a maximum of 5 respondents who we believe closely align with our requirements to attend separate workshop sessions. These sessions will provide an opportunity for the respondents to present and discuss their responses. Following these sessions, an internal decision will be made regarding the most suitable procurement approach. The timetable is provided below:

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Deadline for receipt of responses to Soft Market Test. | 12 June 2023 |
| Decision on way forward. | 24 July 2023 |

# Section 2: Identification of Requirement

## Current Situation

In 2018 Northamptonshire County Council procured and implemented a case management System to meet the requirements of the National Drugs Treatment Management System, which is a mandatory standard for Drug and Alcohol Services. Any procurement undertaken would be led by West Northants Council and on behalf of North Northants to West Northants Councils

The contract for the current case management system has an annual value of £93,312 and expires on 31/03/2024. The replacement contract will be for a period of 2 years (with no extension options) to align with the recommissioning of all drug and alcohol services in 2026. There is potential for the case management system to be recommissioned in 2026 alongside all drug and alcohol service.

## Our Requirements

West Northamptonshire council requires an IT (Information Technology) system for case management that meets the following requirements:

* + The system should offer measurements that align with the outcome and recovery focus of the government's drug strategy. [From harm to hope: a 10-year drugs plan to cut crime and save lives (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1079147/From_harm_to_hope_PDF.pdf)
  + These measurements are required to include a percentage of clients successfully completing treatment, Percentage of clients who do not require further treatment after successful completion. Cost-effectiveness assessment, Impact on housing and employment, Health, and quality of life outcomes. Support for children and families of individuals dependent on drugs and alcohol.
  + The system should provide information that can be utilised to monitor the effectiveness of drug and alcohol treatment services. It should also aid in planning and developing services that cater to the specific needs of the local community.
  + The system should generate statistics and facilitate research related to drug and alcohol treatment, thereby supporting ongoing analysis in this field.
  + The system should offer measurements that align with the Public Health Outcomes Framework and contribute to the achievement of its goals. [Public Health Outcomes Framework - OHID (phe.org.uk)](https://fingertips.phe.org.uk/profile/public-health-outcomes-framework)
* Structured drug and alcohol treatment involves a comprehensive set of specialised interventions, either concurrently or sequentially, to address severe or multiple needs that are unresponsive or have not responded to less intensive or non-specialised interventions therefore, the system will need to capture this.
  + The treatment process begins with a thorough assessment of the individual's needs, followed by the implementation of a recovery care plan that is regularly reviewed with the client. This plan outlines specific goals, including reducing substance use, and addresses various client needs in areas such as physical health, psychological well-being, social integration, and, when applicable, criminal involvement and offending. Therefore, the system will need to capture this.
  + Structured drug and alcohol treatment also provides access to specialist medical assessment and intervention, collaborating with mental and physical health services, safeguarding agencies, and family support services as needed. Therefore, the system will need to capture this.
  + In addition to the pharmacological and psychosocial interventions integrated within the key working or case management function of structured treatment, service users should receive the following as deemed appropriate:
  + Harm reduction advice and information
  + Screening and immunization for blood-borne viruses
  + Advocacy support
  + Access and referral to healthcare services and health monitoring
  + Crisis and risk management support
  + Referral to homelessness and housing support
  + Education opportunities
  + Training and employment support
  + Family support and participation in mutual aid or peer support programs.

# Section 3: Supporting information

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| What if any local connections do you have with the authority? |  |
| Name of person whom an queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

|  |  |
| --- | --- |
| **Question** | **Response** |
| Please provide details as to how your product would meet our requirements? Please include details of your case management system in general and its key features? |  |
| If your proposal is already in use elsewhere: please give an example of your proposed solution in use and state how it has met the requirements of the customer. |  |
| Can you describe the data collection and reporting capabilities of your system specifically related to NDTMS requirements? |  |
| What integration options does your system offer with other existing systems or data sources relevant to NDTMS reporting? |  |
| Does your system provide customisable forms and assessments to meet specific treatment needs and data collection requirements of NDTMS? |  |
| Can you share any success stories or case studies where your system has been implemented for NDTMS-compliant case management? |  |
| Does your system offer tools or features to support relapse prevention and aftercare planning for clients? |  |
| Can you describe any outcome measurement tools or assessments integrated into your system to evaluate treatment effectiveness as well as non treatment outcome? |  |
| Can your system report on non NDTMS function? |  |
| Does your system have a bespoke data reporting function? |  |
| Please confirm if you would tender for a 2 year contract opportunity if advertised? If so, how long would you require for mobilisation/ implementation so the system is fully operational as required from day 1 of the contract? |  |

## Clarifications

If you would like to seek clarification on any elements of this exercise please do so by emailing [procurement@westnorthants.gov.uk](mailto:procurement@westnorthants.gov.uk). Please note that for the purposes of transparency and equal treatment we will share our responses via a clarifications log on the Contracts Finder advert. Please ensure you check this page regularly for updates on this exercise.