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**Early Market Engagement for the provision of a HR Employee Case Management System**

The North West Ambulance Service NHS Trust (NWAS) is one of ten ambulance services in England. We provide paramedic emergency ambulance services (PES), urgent care services and patient transport services (PTS) to diverse communities covering the whole of the North West of England, employing over 6300 members of staff across this area.

The Trust is seeking to engage with the market to better understand possible solutions that would meet our requirements for a web-based tool that will support the tracking, recording, and monitoring of all employee relation cases, providing a visible, compliant and efficient case management process. We are keen to explore innovative solutions from the market. As we are at the early planning stage, the engagement will be used to help us to shape and meet our specification requirements.

Our current requirements for the system are as follows:

* The system must provide a single seamless friendly and intuitive user interface.
* The system should provide for a central repository for all case documentation and should provide for the ability to export all documents relating to a case as a pdf single file.
* The system must be able to track all case information including dates, durations, suspensions (and their costs), time delays, outcomes, notes, and Employment tribunals.
* The system must provide a built-in range of standard reports which can be run by the local system administrator and other named users. Suppliers should specify the content of standard reports.
* The organisation requires the ability to create bespoke reports in line with organisational need/ reporting arrangements.
* The system should interface with ESR (Electronic Staff Records) for all staff groups through a N3 connection for NHS Organisations.
* The system should be able to integrate with and be built around organisation policies.
* The system should provide for built in letter templates that are specific to a case type.
* The system should provide for the ability to assign cases between HR officers and managers or to escalate externally where appropriate.

* The system should provide Alerts and reminders of key stages of any case.
* The system should allow for the uploading of supporting information via a data upload
* The system must be accessible by any user, in any location via the internet. The system must allow access to multiple users to use/update the system simultaneously.
* The system must allow for access control rights at different levels.
* The system must have robust password controls, security, and encryption to ensure data security and integrity.

The desired outcome of this Soft Market Testing is to gain insight into the market, gauge the level of interest from potential providers and gather feedback on specific aspects of the future service specification.

We would like those parties that may be interested in such an exercise to identify themselves and express interest in providing an introduction about the services that they can provide. We will look to undertake meetings with selected organisations who are deemed suitable for our requirements.

Please note that, where possible, we would seek assurance from the supplier that they can demonstrate experience of projects with large public sector organisations.

Details can be sent via email FAO Joanne Matthews, Senior Procurement Office to email address:

[procurement.supplies@nwas.nhs.uk](mailto:procurement.supplies@nwas.nhs.uk)

Early Market Engagement will end on Tuesday 28th February 2023.

**Please note, we will only assess suppliers that can fulfil our initial requirements, therefore please do not respond if this is not something that you can provide.**