



Soft market test and expressions of Interest (EOI) for the re-procurement of a Drug and Alcohol Case Management System

QUESTIONS ASKED BY POTENTIAL PROVIDERS

In order to offer information equally amongst potential providers we are required to log any questions asked and answers given.

	Date	Question / Answer
1	09/06/23	<p>Q: can you provide some more detail about the business process, the users and their interaction with the tool - for example:</p> <ol style="list-style-type: none"> 1. How many user types are there and what are their roles in relation to data capture/entry, management or data analysis, 2. How many users in each of those groups, 3. How many cases do you manage, 4. Do you have any work flow / process descriptions that you can summarise?
		<p>A:</p> <p>User Types and Roles:</p> <p>Data Capture/Entry: These users are responsible for entering client data into the system on a daily basis. They are frontline workers who interact directly with clients and record relevant information.</p> <p>Management: These users utilise the system to monitor local governance, performance, and strategic alignment. They rely on the tool's dashboards for insights and decision-making.</p> <p>Data Analysis: These users work with data analysis and reporting. They may access linked reference tables or extract CSV files for in-depth analysis and generating reports.</p> <p>User Distribution:</p> <p>Data Capture/Entry: Approximately 70% of users fall into this category.</p> <p>Management: Around 20% of users are in management roles.</p> <p>Data Analysis: Roughly 10% of users engage in data analysis tasks.</p> <p>Number of Cases Managed:</p> <p>We manage approximately 3,000 to 4,000 different cases in a year. These cases represent client interactions and treatment outcomes within a specific timeframe.</p> <ul style="list-style-type: none"> - More than 4,500 active clients - More than 25,000 historic clients - More than 10 million case notes - More than 350,000 prescriptions printed - Over 100 pharmacies - 250 users <p>Workflow/Process Descriptions:</p> <p>While we don't have specific workflow/process descriptions available to summarise at the moment, the tool is designed to facilitate data capture, management, and analysis for our substance misuse treatment services. It ensures accurate recording of client information, supports performance monitoring, and allows for data-driven decision-making.</p>