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Tameside Council

**Soft Market testing**

**Design, Development, Implementation and Ongoing Support and Maintenance of a North West Markets Quality and Insight System**

Contract Period:

**June 2021 – May 2023 with the option to extend for twelve months**

1. **Background**

**North West Association of Directors of Adult Social Services (NW ADASS) wish to appoint a provider to design, develop and support a North West Markets and Quality Insight System (MQIS).**

**This will be an online platform to enable local authorities to aggregate, analyse and visualise data about the region’s expenditure for care services. This system will incorporate supplementary data sources, in order to inform commissioning strategy, market oversight, risk profiling, quality improvement and provider engagement.**

**Who we are**

North West Association of Directors of Adult Social Services (NW ADASS) brings together the region’s 23 Directors with statutory responsibilities for adult social care. Through the NW ADASS Branch, Directors agree regional support and improvement programmes.

The Branch’s plans are supported and delivered by the NW ADASS Programme Office. The Branch’s work programme is funded through national grants and annual subscriptions from our 23 members, with Tameside Council holding the regional budget and acting as the lead council for procurement.

**Adult social care markets and regional intelligence**

Utilising previously captured NW market data, we estimate there are 63,800 individuals in receipt of care in the North West; 26,195 are in receipt of domiciliary care, 27,994 are in receipt of nursing / residential care, and 9,611 are in supported living settings. According to October 2020 CQC registrations, there are 3,113 active adult social care organisations within our region.

North West ADASS has previously worked to improve regional and local intelligence for our care markets. In 2017 we conducted a detailed market review. Our review captured placement and spend data for learning disability and older people’s services in order to produce data packs and analytical reports. Our findings made the case for improving data and analysis for adult social care commissioning. This work, considered “ground breaking” by the LGA, led to a follow up national exercise in 2018. Our NW ADASS Executive has agreed in principle to carry out this exercise annually for learning disability, older people’s and mental health services, currently envisaged as a manual data collection exercise.

During the Covid-19 pandemic the case for improving local authority information about care markets has strengthened. Approaches capturing data directly from providers emerged including nationally mandated NECS and CQC Capacity Trackers, with NW ADASS implementing our own weekly Care Homes Dashboard reporting information about outbreaks, vacancies and PPE supplies.

**We would like to take the opportunity to conduct `soft market testing’ to determine current interest levels in the market in providing this service.**

1. **Key Aims**

**Summary of the system**

We are keen to work with a provider with expertise to develop our outline scope in order to achieve the benefits set out below.

Our stakeholder engagement has identified a system that:

* **Hosts the region’s markets data for learning disability, mental health and older people’s services.** We will work with the provider to collect markets data from local authorities building upon our earlier markets exercise,with the development of automated feeds over time. We will explore incorporating additional areas of expenditure, including physical disability and carers services.
* **Provides an online and interactive web-based platform that brings together data feeds to allow data sets to interact with one another providing immediate access, to support analysis and monitoring, and generate reports.** Key supplementary data sources may include provider quality assessments, Credit Ratings, NHS 111 or ambulance data, or ASC finance and performance data.
* **Provides dashboards focusing upon** 
  + **i) local authority, sub-regional and regional care markets to inform commissioning strategy**
  + **ii) quality and risk profiling**
* **Draws upon a variety of methods for data visualization, including map based presentation of data using provider location, with the flexibilities for users to combine data to shape and design the analysis.**
* **Ability to extract data** to support additional analysis by NW ADASS Programme Office and local authorities.
* **Align with existing relevant existing systems via connectors and APIs** (e.g. NECS Capacity Tracker), with the ability to transfer all data (subject to IG) automatically to relevant organisations (Greater Manchester Health and Social Care Partnership, NWADASS, LAs etc) on a timely basis.
* **Includes the option for a Provider Portal** (a process for capturing and reporting data from and to providers).

**Benefits**

This system is intended to:

* At the highest level to **improve outcomes for people, quality of services and value for money** by providing improved data and analysis for commissioners.
* Provide an improved, **regionally recognised evidence base**.
* Encourage imaginative **commissioning strategy** and **reduce variation in quality and price**.
* Better understand local, sub-regional and regional **overall** **market and provider sustainability and risk**.
* Support **quality improvement.**
* Provide **improved access to real-time and manually collected data**, bringing together different data sources.
* Support regional and local **sector led improvement.**
* Provide regional and local capacity to react and **be more prepared for data requests**.
* Through use of a **common platform** and APIs enable easier and immediate sharing of provider and market information.

**Principles**

The MQIS system must:

* **be of benefit to councils** in informing local commissioning and market oversight decisions.
* **contribute to the delivery of local authority support to care providers**.
* **continue to improve the experiences of people who use services and their families and carers**.
* **provide a common NW core dataset and system**, acknowledging councils and sub-regions may implement their own market intelligence approaches and systems.
* **be adaptable and flexible**.
* **minimise data burden** with better utilisation of existing collections.
* **be co-owned by commissioners, performance leads, and finance leads**, in particular in order to develop a commonly agreed data set for quality and risk profiling.

**Currently Identified Data sources**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * Markets Spend and Placement Data * Financial credit ratings * CQC Quality Ratings * NW ADASS Dashboard data (summarising LA weekly data relating to care homes, including Covid outbreaks, staff absence, PPE). | * Local authority quality assessments of commissioned providers * Provider Returns (e.g. regional quality self assessments, vacancy data, Infection Control Questions) * Information Sharing Protocol – Our NW system of notifications using an uploaded completed proforma * NECs and CQC Capacity Tracker * Ambulance and 111 Data * Workforce Data – ASC-WDS, * SALT data and ASC-FR * Demographic data * Ad hoc NW ADASS data requests about markets * NW ADASS Quarterly Benchmarking Performance Reports |

1. **Project Timescales**

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| --- | --- |
| **Stage of the project** | **Anticipated deadline** |
| Soft market testing | 9th March 2021 |
| Progress to tender | 24th March 2021 |
| Closing date for suppliers to have submitted documents | 26th April 2021 |
| Result of Procurement Process | 17th May 2021 |
| Contract Start Date | 31st May 2021 |

1. **Soft Market Testing**

**THIS IS NOT A CALL FOR COMPETITION**

The Soft Market Test is intended to allow interested organisations with relevant experience to outline their views and provide information with no commitment to themselves or the Council.

The Council is looking to award a contract commencing 31st May 2021. If a decision is made to tender this service the maximum annual budget is £35,000 per annum. It is further envisaged that the initial contract would be for a period of 2 years, with the option to increase for a further year based on an evaluation carried out by the NW ADASS Programme Office. During the Soft Market Test we would like to gauge the level of interest.

**Stage 1 -** Interested suppliers are required to complete the following company information form and a short questionnaire (at appendix 1). Suppliers who complete and return the questionnaire ***may*** be invited to meet with Council representatives to discuss its requirements.

The questionnaire should be returned via The Chest - <https://www.the-chest.org.uk/> by 19th March 2021

If Suppliers have any questions about this soft market test, such questions should be submitted to the Council using the ‘Question and Answer’ facility within the opportunity advertised on The Chest. A copy of the question and a copy of the written reply may be circulated to all Suppliers, with anonymity of the Supplier preserved. Suppliers must not raise questions through any other channels, including emails direct to the Council or to STAR Procurement. No questions will be responded to, other than those raised through The Chest as described above

**We encourage your participation in this soft market testing exercise, but must emphasise that your involvement in this exercise will not carry any commercial advantage in any ensuing procurement process.**

**No information provided in response to this soft market testing exercise will be used in any evaluation of any subsequent response to a procurement exercise.**

1. **General Information**

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| --- | --- | --- |
| **3.1** | Full name of your organisation: |  |
| Contact Details Name: |  |
| Job Title: |  |
| Address: |  |
| Telephone no: |  |
| Fax No: |  |
| Mobile No: |  |
| Email Address: |  |
| Web Address (if any): |  |

1. **Undertaking from the supplier**

|  |  |
| --- | --- |
| Name:\* |  |
| Signed: | Duly authorised on behalf of the Supplier  (Electronic signature required here) |
| Position: |  |
| Date: |  |

**Appendix 1 – Questionnaire**

**Please complete the following questionnaire fully, highlighting any information that you consider to be commercially sensitive\***

1. Would you be interested in bidding for this proposed Project?

If Yes, why?

If No, why not?

Response:

1. Please detail the experience your organisation has in delivering this type of service?
2. When/if the Council go to tender following the soft market test, is there anything in addition to the information in this brief that suppliers would need to be advised of in order to aid in their response?

4. Please can you detail a brief statement to demonstrate your knowledge of the adult social care sector and/or local government or the public sector? This knowledge will inform your ability to work with the NW ADASS Programme Office and adult social care commissioners in order to develop the system and produce dashboards and reports.