



**Contract for the Provision of
Social Care Systems and Approaches Landscape Technology Review**

SPECIFICATION AND SERVICE LEVELS

SPECIFICATION

1. INTRODUCTION

The Scottish Government launched a [consultation on 9-August-21 on the creation of a National Care Service](#).

Following the [Independent Review of Adult Social Care](#) (IRASC) [Feb-21], the Scottish Government is consulting on the establishment of a National Care Service in Scotland. This re-design subject to the consultation is one of the most significant public service transformation agenda undertaken by the Scottish Government.

The Scottish Government is committed to delivering the recommendations of IRASC, staying true to the spirit of the report by building a system with human rights and living experience at the heart of it. While system and service reform is fundamental to the work that lies ahead, the paradigm shift in social care is the priority; as one contributor to IRASC said “social care should be a springboard not a safety net”.

Social care should no longer be seen as a service of crisis intervention but one which is there to help and support people at the earliest stage, preventing deterioration and people getting into crisis situations. Social care is an investment in our communities and our economy, so that everyone can take their part in society. A National Care Service will provide us with consistency, equity and fairness, and the accountability needed to deliver high quality services across Scotland.

A programme of social care reform is needed to achieve the full potential of human rights based approach to social care in Scotland, including the ongoing work of Care and Wellbeing Programmes. In the consultation, it is outlined that a National Care Service is needed to:

- Achieve consistency across the country.
- Drive national improvements.
- Ensure strategic integration with the NHS.
- Set national standards.
- Workforce(s) terms and conditions.
- Bring national oversight and accountability.

There is a need to transform the way social care is planned, commissioned and procured to enable:

- Building of trusting relationships.
- Collaboration rather than competition.
- Establishing partnerships not market places.
- Amplify the voice of living experience at every level of the redesign.
- There is a duty to co-design a new system with the people in social care.

IRASC was clear that social care transformation should include:

- Shifting the paradigm of care
 - move to new thinking
- Strengthen the foundations
 - Protect and reinforce what is working, e.g. Self-directed support
 - Adoption of science based improvement
 - Better support for unpaid carers
 - Invest in workforce
- Redesign the system
 - A new way of approaching social care delivery in Scotland
 - Person-centred service design
 - Robust and clear governance
 - Sustainable financial model
 - Support Scottish Ministers in accountability-visibility and insight-led change.

The National Care Service, subject to the conclusion of the consultation, will be the most significant change in public services since the establishment of the National Health Service. At its core will be human rights and person-led care and support that focuses on positive outcomes for individuals in Scotland. Target operating model design is required to understand how designs/options for the NCS national and local structures will impact outcomes for people in Scotland.

Any approach to a National Care Service should be person-centred and drive at reducing implementation gaps in service delivery in order to improve outcomes for people in Scotland as the Scottish Government embarks on delivering a human-rights based approach to social care in Scotland.

The programme seeks to begin developing an understanding of the technology landscape being utilised across the public, third and private sector organisations in Scotland involved in the delivery of Social Care. This tender will start that process of understanding and form an initial (but not exhaustive) list of stakeholders and organisations from a technology and architecture perspective.

2. REQUIREMENTS

Basis of this Review

The intended outcome of this review is a comprehensive map of the digital software systems that support care services in Scotland.

This work will inform the delivery of the National Care Service in Scotland.

The specific purpose of this review is establishing the breadth of the services, software systems and supporting organisations across Scotland. This information needs to be sufficient to identify the scale and commonality of services and systems to map patterns that can inform a digital delivery strategy.

Care in Scotland is delivered by thousands of organisations across the public, private and third sectors, and it is essential to understand the scope and variation of the services they deliver and the systems that underpin that work. At the same time, there

is wide recognition that the care sector is under considerable pressure at this time and this work needs to be proportionate and focused.

Selective deeper technical analysis guided by parallel work into service needs and priorities will ultimately inform the digital strategy for progressive and prioritised delivery of care data and service integration and the delivery of digital service support.

Scope / Statement of Requirement

Objectives and outcomes

This engagement will be split into 3 work packages looking at the:

- Public Sector
- Private Sector
- Third Sector

Each work package will require similar approaches and analysis but the successful bidder will have the opportunity to further develop the specification in Work package 2 and 3 in conjunction with and by agreement of the Contract Manager. This acknowledges that lessons will be learned in the delivery of this requirement and improvements may be applied to subsequent Work Packages. **Please note that Work Package 2 and 3 will be delivered concurrently.**

The outputs and analysis from each Work Package will feed into a **final unifying report** across all three sector. The report content is detailed below as Work Package 4.

Work package 1

Public Sector

Deliver a report (and all associated raw data) covering the following requirements:

- Identify every distinct Public Sector organisation currently delivering care in Scotland. This includes all regional authority care services.
- For each organisation not already listed in the [Care Commission data store](#), follow the structure of that data store to add general information about those organisations such as:
 - their names
 - service types
 - geographical location
 - contact details
 - staff count.
 - contact details of Service and Systems Owners (if possible)
- For each organisation obtain a list of software packages used to deliver each service and associated information such as:
 - the hosting of the software (on-premises, datacentre, or cloud)
 - the version in use
 - the manufacturer of the software

- the organisation providing ongoing maintenance and support.
- This information needs to be collected in a structured and consistent way so that it is possible to use this information for analysis such as group those organisations using the same software or receiving support from the same organisation. All raw data should be made available as CSV files documented with clearly explained fields and data types.
- For organisations with over 100 staff, we are looking to collect a high-level architectural overview of the system or systems used:
 - describing the components of those systems
 - providing the context of the external users and systems that use or integrate with those systems.
 - Identify any security and data standards supported by the systems and/or integration components where these relate to care or operational data.
- Note that the information gathered should exclude secondary system management infrastructure that may exist to support the core software e.g., IT system monitoring and alerting, IT system performance and capacity monitoring, back-ups, software deployment and Antivirus systems.
- All reports should be provided in Open Document Format (ODF) alongside any other formats such as Microsoft Word, PowerPoint or PDF.

Subsequent Work Packages

Bidders should note that the subsequent Work Packages (2 and 3) and therefore the final report will be subject to further development in conjunction with the Contract Manager. This will be to incorporate any lessons learned from the delivery of Work Package 1. They will be delivered concurrently.

Work Package 2

Private Sector Analysis

Deliver a report (and all associated raw data) covering the following requirements:

- Identify every distinct Private Sector organisation currently delivering care in Scotland.
- For each organisation not already listed in the Care Commission data store, follow the structure of that data store to add general information about those organisations such as:
 - their names
 - service types
 - geographical location
 - contact details
 - staff count.
 - contact details of Service and Systems Owners (if possible)
- For each organisation obtain a list of software packages used to deliver each service and associated information such as:

- the hosting of the software (on-premises, datacentre, or cloud)
- the version in use
- the manufacturer of the software
- the organisation providing ongoing maintenance and support.
- This information needs to be collected in a structured and consistent way so that it is possible to use this information for analysis such as group those organisations using the same software or receiving support from the same organisation. All raw data should be made available as CSV files documented with clearly explained fields and data types.
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 - describing the components of those systems
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 - Identify any security and data standards supported by the systems and/or integration components where these relate to care or operational data.
- Note that the information gathered should exclude secondary system management infrastructure that may exist to support the core software e.g., IT system monitoring and alerting, IT system performance and capacity monitoring, back-ups, software deployment and Antivirus systems.
- All reports should be provided in Open Document Format (ODF) alongside any other formats such as Microsoft Word, PowerPoint or PDF.

Work Package 3

Third Sector Analysis

Deliver a report (and all associated raw data) covering the following requirements:

- Identify every distinct Third Sector organisation currently delivering care in Scotland. This includes all regional authority care services.
- For each organisation not already listed in the Care Commission data store, follow the structure of that data store to add general information about those organisations such as:
 - their names
 - service types
 - geographical location
 - contact details
 - staff count.
 - contact details of Service and Systems Owners (if possible)
- For each organisation obtain a list of software packages used to deliver each service and associated information such as:
 - the hosting of the software (on-premises, datacentre, or cloud)
 - the version in use
 - the manufacturer of the software

- the organisation providing ongoing maintenance and support.
- This information needs to be collected in a structured and consistent way so that it is possible to use this information for analysis such as group those organisations using the same software or receiving support from the same organisation. All raw data should be made available as CSV files documented with clearly explained fields and data types.
- For organisations with over 100 staff, we are looking to collect a high-level architectural overview of the system or systems used:
 - describing the components of those systems
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 - Identify any security and data standards supported by the systems and/or integration components where these relate to care or operational data.
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- All reports should be provided in Open Document Format (ODF) alongside any other formats such as Microsoft Word, PowerPoint or PDF

Work Package 4

Final Report

The outputs and analysis from each Work Package will feed into a **final unifying report** across all three sector. The report should:

- Categorise the types of services provided, naming and grouping the types of services in ways that help to understand the services themselves and the typical provision of individual or combined services by organisations or individuals.
 - For example, whilst the care commission's data store categorises every entry (organisation/individual) with a single type of service, it may be more appropriate to indicate that some organisations provide a combination of underlying services and some focus on a single service.
 - The shape of this categorisation will need to account for the outcomes of the National Care Service consultation, so that the data can be used to understand the scope and nature of the work within scope of the NCS.
- Group all the distinct software packages, the organisations that produce that software and the organisations that support and maintain that software for the care providers.
 - Note that this is focused around software packages that maintain or process care related data, whether that relates to care records or operational data. For example, software for accounting or the provision

of email would be out of scope, but software for capacity management or maintaining care records would be in scope.

- Provide analysis and breakdown of the distribution of software packages across service types, and health and social care partnerships.
 - This information should be presented in such a way as to aid decisions around the scheduling of work to integrate service data and systems into the NCS. To this end, it will be important to understand, across service types and regions, the dominance of particular software packages or particular software support providers.
- Provide recommendations on the prioritisation of integrating services with the NCS based on the data gathered and a broad understanding of the likely implications of staged delivery of a service. In preparing these recommendations, the report should comment upon the possible implications of strategies that focus first on particular regions, service types or software packages.
- Analysis should include the following methods where appropriate:
 - Value Chain Mapping
 - Wardley Mapping

All the underlying data and calculations behind the report and recommendations should be made available for subsequent analysis. All of the data on service providers across all three sectors should be categorised to align with the report, including, if necessary, a re-categorisation of organisations currently listed in the Care Commission data store.

Dates and delivery

The services will be delivered between the award of the contract and **30 September 2022**

Due to Covid-19 restrictions all work should be delivered remotely.

Delivery Timeline

- ITT publication – 13 January 2022
- Bidder questions submitted by 12:00 pm 21 January 2022
- Authority responses - 28 January 2022
- Tender Submission – 4 February 2022 at 12:00 pm
- Evaluation – w/c 7 February 2022
- Contract start and initiation meeting – w/c 14 February, Via Teams,
- Work Package 1 completion – no later than 22 April 2022
- Work Package 2 and 3 completion – no later than 26 August 2022
- Final report - no later than 30 September 2022

Ownership of Outputs

The ownership of any outputs such as reports and any data produced/collected as a result of awarding this contract lies with the Scottish Ministers and the information contained with the reports may or may not be made public at the sole discretion of the Scottish Ministers.

3. CONTRACT MANAGEMENT

3.1. Payment Schedule

The payment schedule for the project will be agreed during project initiation with the successful bidder.

Tenderers must provide a 'Tender Sum Total' for this work and may propose Milestone Payments. For example:

Milestone Payment One: Successful delivery of Work Package 1 report, signed off by Contract Manager

Milestone Payment Two : Successful delivery of Work Package 2 report and associated data, signed off by Contract Manager

Milestone Payment Three (Final Milestone): Successful delivery of Work Package 3 final report and associated data, signed off by Contract Manager

3.2. Timescales

The contract shall commence on 14th February for a period of 12 months.

3.4. Contract Management

The contract will be managed by the Contract Manager - Clare Mills, who will be responsible for the day-to-day liaison with the successful tenderer and for agreeing final versions of all outputs.

E-mail: clare.mills@gov.scot

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