

Northern Ireland Care @ Home Innovation Network (C@HIN) - Facilitator Tender Document

Collaborative Growth Programme

The Care @ Home Innovation Network (C@HIN) scoping study is funded by the Invest NI Collaborative Growth Programme, which provides support for groups of SMEs who want to work together to scope and exploit opportunities that could enhance their competitive edge.

Each group must consist of a minimum of four Northern Ireland companies, one of which must be an Invest Northern Ireland customer and be willing to act as Lead Company. More info at:

http://www.investni.com/collaborative-growth-programme.html?_ga=1.9220211.753753023.1490912356

Lead Company

Yarra Software Ltd is the lead company for the Care @ Home Innovation Network (C@HIN).

Yarra Software Ltd is a Northern Ireland based software development company who specialise in delivering quality software solutions and related support services to the healthcare sector.

Introduction and Background

The proposed Care @ Home Innovation Network (C@HIN) aims to 'smarten' and 'modernise' domiciliary care to go some way towards reducing the growing gap in the supply and demand in this sector. It will explore, highlight and map out the significant areas where technology and service reengineering can have the most impact. The focus will be on optimisation of physical hours of care delivered to those who need support in their homes, whilst maintaining service quality and people centred care.

C@HIN aims to research, design and deliver a portfolio of technology-based products and services, which, enhance re-engineer or re-focus the delivery of the much-needed services in an ever-increasing demand landscape.

The study will identify both technology and service partners who can provide a complementary range of niche expertise to work together to deliver a strong range of possible products and services; which can be used in home care environments not just in NI, but also with potential for global reach.

Finally, the scoping exercise will 'examine the potential to develop a Living Lab' which will involve establishing a formal and interchangeable range of focus groups using service users, suppliers and partners. The establishment of a real-time feedback vehicle across the range of potential products and services will serve to guide and narrow the final project focus post the scoping exercise.

C@HIN study will identify the opportunities for leveraging additional capacity from the system in terms of workforce logistics, data driven people analytics and the optimisation of existing and new technologies.

Aim:

Working with a network of companies, and other stakeholders within the domiciliary care sector, to complete a scoping study report that will focus on addressing the issues outlined.

Network Objectives:

1. To map out, in partnership with health service practitioners, the highest impact and most appropriate service improvements and product developments which relate to the home care, and potentially broader health and social care marketplace;
2. To audit and assess currently available technology based products and services which enhance, re-engineer or re-focus the delivery of home care services and provide an overview of future potential products/services.
3. Identify a range of technology and service partners, primarily in Northern Ireland, who can create and develop technology based solutions to address problems and deliver service improvement within the home care arena;
4. To explore the concept of a 'Living Lab' to create a robust feedback loop on current offerings, ideas, concepts and service improvements from which to establish data analytics intelligence in this area;
5. To develop a "to market" strategy to provide a template for commercialisation and market entry for those products currently in development and a market strategy for those wishing to export beyond their current markets;
6. Explore the appetite / interest / capacity / approach for showcasing NI products to an audience outside the region;
7. Identify the opportunities for leveraging additional capacity from the current supplier base in relation to workforce logistics, data driven people analytics and the optimisation of existing and new technologies;

Expected Network Activities:

1. Desk based research to understand the home care areas which would benefit from using technology to enhance or replace existing service care making use of current reports, statistics and local sector knowledge.
2. Create a list of products and services, their status in terms of development and market research. Follow up workshop, described in (1) to validate /enhance the portfolio.
3. Develop a balanced scorecard approach to evaluating both market needs and ideas commercialisation.
4. Utilise the knowledge of the network members and relevant stakeholders (including councils, academic etc.) to identify the technological suppliers in this area and others.
5. Research best practice for "Living Labs" and look at options for broadening the knowledge of network members and potential links to other living labs.
6. Establish a successful product development marketing strategy including the identification of areas outside Northern Ireland which are likely to avail of the products

offered by network members with the focus of fine tuning of commercial niche opportunities to exploit and develop.

7. Assess the means by which data generated within the Living Lab Facility could be used to create and potentially commercialise data analytics in the home sector.
8. Highlight the range of international opportunities for network members to show case their products/services.
9. Understand the current data analytics cluster groups/capability within NI to identify the opportunities for leveraging additional capacity from current supplier base in relation to workforce logistics, data driver, people analytics and optimisation of existing and new technologies.
10. Draft a final report which reflects the findings from all of the above (as per scoping study template)

The Facilitator will oversee the development and implementation of the Care @ Home Innovation Network including ensuring network members meet the objectives described above. They will also oversee co-ordination of the final report.

Reporting Relationships:

The Facilitator will report to the lead company, Yarra Software. Good working relationships will need to be cultivated with participating businesses, other stakeholders, government departments and agencies involved in the Cluster Group Network.

Timescale:

The project is expected to take 6 – 9 months and is planned to commence in May 2017.

The written tender submission must provide a list of activities including milestones for the delivery of the project.

Tender requirements:

Proposals are invited from suitably qualified organisations or individuals and should include:

- A written submission detailing the proposed methodology and approach to the tasks;
- A fee proposal schedule (excluding VAT), with a max daily rate of £400 per day;
- Details of the individual(s) undertaking the assignment and relevant experience;
- An outline of experience in managing and engaging with international stakeholders/networks.
- At least two examples of similar work undertaken within the health sector including facilitation and report writing.

Submissions are welcome from individual or a number of qualified individuals.

All proposals must be submitted by 5.00 pm on 24th May 2017.

Send your proposal by email to Michael Martin michael.martin@yarrasoftware.com