

G-cloud 15 service definition - CarePulse market management

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Crown
Commercial
Service
Supplier

About Evalucom

Evalucom are a software and consulting SME specialising in digital innovation and collaborative solutions.

Our mission is to improve health and social care quality, market sustainability and value for money. Our solutions are shaped by our experience working in close partnership with commissioners and providers of health and social care services. Collaboration is at the core of everything we do.

We are experts in Continuing Healthcare (CHC), Domiciliary Care markets, Care Home markets, and Any Qualified Provider (AQP) procurements.

CarePulse is our online market management platform. CarePulse is the technology backbone for our market analysis, cost modelling, procurement, contract management and quality monitoring solutions.

Our values



Making a real difference that benefits society



Supporting our people to grow



Committing to quality in everything we do



Demonstrating integrity in everything we do

Service description

CarePulse is an innovative and collaborative commissioning solution focused on patient choice and care quality.

Our experts use innovative web-based software to implement Any Qualified Provider (AQP) commissioning solutions that support the end-to-end commissioning cycle for:

- Home care
- Residential care
- Continuing Healthcare (CHC)
- Funded Nursing Care (FNC)
- Mental Health
- Learning Disability
- Children & Young People

Each component of the commissioning cycle supports the next so that our model is constantly evolving and responding to the changing needs of users.

We support you from the first moment of market engagement and work alongside you to deliver a successful AQP framework that benefits you, your market and your service users.



Market analysis

We collect and analyse supply and demand data through CarePulse to understand key market dynamics.

We gather monthly placement data from the commissioning authority. This placement data allows us to understand volumes, prices and changes over time at regional, sub-regional and local levels.

We publish monthly market analysis packs for the commissioning authority. This market management information supports the commissioning authority to identify commissioning trends and maximise use of the framework.

We collect daily information on provider capacity through CarePulse to help the commissioning authority to understand market capacity and commissioning opportunities.

Combining supply and demand data gives detailed knowledge of the entire market which can be applied to other areas of the commissioning cycle. For example, we use provider size and placement activity data for targeted market engagement ahead of procurement.

We publish regular savings analysis to measure the impact of framework implementation.

We also perform ad hoc market analysis and collect information as requested by the commissioning authority to support local work.

Pricing

We develop bespoke service specific cost models. The models use provider cost data to calculate evidence-based prices that deliver value-for-money and support long-term market health. The cost data is collected using CarePulse. The user centred system design and automated validation help to maximise provider returns and ensure robust data.

We develop the cost models and cost data collection templates in consultation with all relevant stakeholders and partners. We involve providers in the cost model process through consultation, data collection and sharing the cost model report. Providers accept prices because they are fully engaged, and prices are based on a transparent model of their costs.

Our methodology observes guidance and regulations on pricing, procurement, patient choice and competition. We review the cost models annually to ensure they continue to comply with guidance and regulations (e.g. statutory pension requirements) and to account for inflation and Living Wage changes.

We coordinate the price setting process for commissioning authorities. We produce board-level briefing papers including cost-impact analysis and price setting scenario tools.

Once prices are set, we manage provider communication and responses to provider queries.

Contract development

We co-develop specifications with providers, commissioners, clinicians, provider-representative groups, patient-representative groups, and CQC.

We start by researching and reviewing existing specifications and policies. We the work collaboratively and iteratively with all relevant stakeholders to draft and agree the service specification.

We use a variety of engagement strategies:

- Online surveys
- Virtual group workshops
- Phone interviews
- Draft reviews

The collaborative approach delivers a service specification shaped by local knowledge, experience and expertise. Co-development achieves consensus across all stakeholder groups and begins the process of building strong relationships between commissioners and providers. The commissioning authority gives final sign-off on the service specification.

On an ongoing basis, we coordinate the continuous development of the contract. This includes service specification refreshes, which can take place at various points in the lifetime of the contract, for instance at contract extension, contract expansion or contract renewal. Evalucom also tracks provider and commissioner feedback throughout the contract term to implement small scale changes on an annual basis through a local contract variation process.

Procurement

The AQP procurement approach identifies the highest quality providers in the market. Commissioners are provided with a directory of these approved AQP providers to use when commissioning. This approach sends a clear and consistent message to the market that the commissioning authorities prioritise care quality.

Evalucom manages the procurement with input from the commissioning authority using a bespoke online procurement system in CarePulse. The procurement process includes:

- Preparing the tender documentation
- Advertising the tender
- Managing applications
- Managing evaluations
- Managing clarification questions
- Releasing outcomes
- Mobilising the contract
- Managing applicant feedback and appeals

The qualification criteria for the contract consists of three key elements:

Regulatory compliance: Evalucom completes the compliance checks of applicants

Financial stability: Evalucom completes the credit check of applicants, inputs data into a financial assessment tool and provides evaluation guidance for the commissioning authority to assign the outcome to the financial assessment

Technical competence: The commissioning authority provides clinical and commissioning evaluators to assess the service delivery component of the applications. Evalucom trains the evaluators and facilitates the moderation process to determine the outcomes.

Our procurement process is fully aligned with the Provider Selection Regime and can include both Direct Award Processes and Competitive Processes.

Contract management

Contract management information flows seamlessly from contract mobilisation in the CarePulse e-procurement system to the CarePulse contract management system for the ongoing implementation of the contract. Evalucom undertakes key activities in ongoing contract management including strategic and day-to-day responsibilities:

CarePulse directory of services

- Contact information
- Daily service capacity data
- Service specialisms
- Latest CQC inspection ratings

Contract monitoring

- Publication of monthly on-line placement dashboard showing performance against key indicators e.g. percentage of placements on AQP and contract spend (see market analysis for details).

Contract database management

- Adding/removing service locations from the framework
- Terminating provider contracts when required e.g. due to service closures

Contract implementation support

- Advising the commissioning authority on the contract terms and how to apply them
- Providing contract resources e.g. online and offline Individual Placement Agreement (IPA) forms, care cost calculators and invoice template
- Delivering CarePulse and AQP training sessions for providers and brokerage teams
- Providing a central point of contact for communication with providers

eBrokerage

Our contract management service includes an eBrokerage system. CarePulse eBrokerage enables brokerage teams to digitally advertise referrals to eligible framework providers, capture responses in real time and maintain a complete audit trail from posting to award.

Evalucom supports commissioners to implement a configurable CarePulse eBrokerage flow in line with local processes.

How it works

- Broker posts a referral with key requirements (location, service level, start date, needs).
- Eligible providers are notified and respond within a defined window.
- Responses are scored/ranked and the award is recorded end-to-end in CarePulse.
- Placement agreements are auto-populated with the referral information.

Key features

- Provider filtering by eligibility, geography, capacity and specialisms.
- Configurable scoring/shortlisting to support consistent decision-making.
- Full audit trail for governance and transparency (posting, responses, award).
- Automated notifications and response windows to speed sourcing.

Quality monitoring

Our CarePulse quality monitoring solution supports local quality assurance processes and identifies areas requiring further investigation.

We use CarePulse to collect, validate, analyse and publish of monthly quality information against a standardised set of reporting metrics.

We manage the return of data requests and actively follow up with providers to resolve late or outstanding submissions.

Online interactive dashboards update in real time as soon as data is submitted and are available to providers and commissioners to view at any time.

Providers can access their own dashboard to see performance against the local average or their own historic data. We believe that a critical part of the quality monitoring is sharing analysis with the providers that report the data. This supports providers to be proactive about quality monitoring and demonstrates that the information they spend time supplying is used by the commissioners.

Commissioners can view both individual provider dashboards and aggregate dashboards.

Each month we run an outlier analysis, ask homes with outlier values to provide comments, and share this additional detail with the commissioners.

We also facilitate six-monthly qualitative reporting on commissioner-suggested topics to identify good practice and where providers need support. Responses are collected via CarePulse and published on the online dashboards.

About CarePulse

CarePulse is an innovative and collaborative commissioning support solution focused on patient choice and care quality. We develop CarePulse through agile co-development with users, shaped by regular feedback. System monitoring and analytics guide ongoing improvements.

CarePulse is designed to collect information once and share it widely across the public sector, providers, and relevant third parties. Appropriate elements, such as the DoS and quality dashboards, are freely available to anyone in the UK public sector.

We use modern technologies to support compatibility with current web browsers and operating systems, with accessibility considered throughout. CarePulse is developed and deployed internally. It undergoes code review, automated unit testing, functional testing, and integration testing before release to the live environment.

