
Report of Head of Service, Learning Disability Community Support Service

Report to Chief Officer, Care Delivery Services

Date: 18th September 2014

Subject: Procurement of Data Management System

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Learning Disability Community Support Service (LDCSS) requires a Management Information System to support its business.
2. The management information within the service is provided by a complex system of spreadsheets which are not sufficiently robust, flexible, or easy for staff to use.
3. The potential move towards a stand-alone social enterprise increases the need for a stable system to be put in place with improved data quality.
4. The preferred solution is to procure a commercial off the shelf product.
5. Having off the shelf software preconfigured by experts will save a great deal of officers' time and mean that a robust, fit-for-purpose system will be developed which better supports the LDCSS management information requirements.

Recommendations

The Chief Officer, Care Delivery Services is recommended to:

6. Approve the waiver of Contracts Procedure Rules Nos. 8.1 and 8.2;
7. Authorise the award of a contract to e-dataware Ltd in the sum of £18,500. The contract shall commence on 1st November 2014 and expire on the 31st March 2016 with the option to extend for a period of 1 year, such option not to be taken up more than 4 times.
8. Note that the Head of Service for the Learning Disability Community Support Service is the lead officer.

1 Purpose of this report

- 1.1 The purpose of this report is to seek approval to waive Contracts Procedure Rules Nos 8.1 and 8.2 (Intermediate Value Procurements) to allow the management team of the LDCSS to award a contract to e-dataware Limited, to configure its proposed database solution.

2 Background information

- 2.1 The Learning Disability Community Support Service requires a Management Information System to collect and analyse data in support of its business and to provide reporting to management, inspecting bodies and the Council to enable Finance to bill customers for services received including respite, transport, and day service attendance.
- 2.2 A number of solutions have been sought by LDCSS over the years without success. As a consequence management information within the service is provided by a complex system of over 100 linked spreadsheets which are not sufficiently robust, flexible, or easy for staff to use. These fall prey to user error, are difficult to manage and critically, have a dependency on one specific individual for maintenance who is nearing retirement age.
- 2.3 The proposed move towards becoming a stand-alone social enterprise increases the need for a stable system to be put in place.
- 2.4 The preferred solution is to procure a commercial off the shelf product, specifically configured to support the needs of both the service and the potential social enterprise, from a single supplier.
- 2.5 The preferred product is FileMaker, an Apple owned product, capable of working across Windows, Mac and iOS products seamlessly, without change. The product is capable of being adapted by trained staff and of producing ad hoc reports without complex user training.
- 2.6 As part of their support for the product, FileMaker maintain a register of certified developers. The preferred company is a local, platinum certified, developer that can support and configure the out of the box product to meet the specific needs of the service and, subsequently, the potential social enterprise. The company has a track record of producing similar solutions for other organisations including the NHS and Councils.
- 2.7 In the future, if necessary, configuration can be supported by any of the other platinum registered developers based in the UK.
- 2.8 Having off the shelf software preconfigured by experts will save a great deal of officers' time and mean that a robust, fit for purpose system will be developed which supports the LDCSS management information requirements now and in the future, including if proposals to develop a social enterprise are approved.

3 Main issues

3.1 Reason for Contracts Procedure Rules Waiver

- 3.1.1 The proposed solution will be procured through the Council. If the proposal to create a social enterprise is approved then the system will transfer as an asset to the social enterprise. However, the solution needs to be in place prior to the 'go live' date so that suitable testing can take place and to ensure that crucial information can be migrated from the current system to the new one in advance of trading commencing.
- 3.1.2 However, until the new organisation comes into being, there is no legal entity which can make the purchase. Given the time imperative of the impending social enterprise, ICT Strategic Sourcing are unable to complete a specification and tender evaluation which would allow sufficient time for development, installation, testing, data migration and training to enable a 1st April 2015 go live date.
- 3.1.3 ICT Services were tasked with coming up with an internal solution which was not possible due a Sharepoint development not covering their needs or the resources in house to develop an Access database. ICT Consultants undertook a soft market test based on high level requirements and no off the shelf solution was found.

3.2 Consequences if the proposed action is not approved

- 3.2.1 Should the recommendations not be approved, the worst case scenario is a continuation of the current high risk that the current system would crash completely or provide inaccurate data to Council Finance for billing of a number of services with a consequent loss of income. Little or inaccurate data could also be provided to inspecting bodies which would potentially threaten the services continued registration. Finally, the performance of the service and potential new social enterprise could be compromised where decisions are made on the basis of false assumptions drawn from inaccurate data.

3.3 Advertising

- 3.3.1 Given the recommendation for a single source supplier, there has been no advertising.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 There has been no consultation because the purchase is purely to replace an inadequate system with a more robust management information system. Purchase now by the Council will ensure suitable testing can take place prior to a potential 'go live' date for the proposed social enterprise so that the service's data integrity can be maintained/improved.
- 4.1.2 The decision will have no impact on service users or the wider population of Leeds.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 The proposed purchase has no known impact on diversity, cohesion, integration and/or equality other than providing the LDCSS and potential new social enterprise with reliable data on which to report and make decisions. Accessibility issues are being covered in the statement of requirements.

4.3 Council Policies and City Priorities

- 4.3.1 The Council's Information & Data Quality Policy recognises that the quality of data and information can impact on efficiency, effectiveness, decision making and service delivery in general.

4.4 Resources and Value for Money

- 4.4.1 Configuring the database to suit the new organisation will cost £10,000. Hosting the solution on a secure site will cost £200 per annum per concurrent connection for 25 concurrent users, including licences for the server software. Data import will be via the solution's standard interface with Excel. The contract covers the development period during 2014/15 plus one year's hosting with an option to extend for a further year.
- 4.4.2 The service has budgets to cover these costs.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 Information governance sits within a legislative background and a number of Acts of Parliament. The Council recognises the importance of its information assets and the need for proper, lawful and effective management of information systems.
- 4.5.2 The solution will need to be thoroughly tested to ensure the service's data integrity can be maintained / improved. Given the proposals to deliver the LDCSS through a social enterprise, ICT Strategic Sourcing are unable to complete a specification and tender evaluation, due to the timescales of the social enterprise (go live 1st April 2015) but are assisting with a limited exercise, subject to Contracts Procedure Rules Nos. 8.1 and 8.2 being waived, for this procurement.
- 4.5.3 The value of the contract is below that at which the Public Contract Regulations apply.

4.6 Risk Management

- 4.6.1 The risk to the Council lies in the LDCSS depending on a complex system of over 100 linked spreadsheets for its management information which are not sufficiently robust, flexible, or easy for staff to use. Added to which there is an additional risk in not having this solution in place at the time the potential new social enterprise begins trading when various parts of the contract between the Council and the social enterprise will be dependent upon the data provided by an unstable management information system.

5 Conclusions

- 5.1 The Council's best interests in terms of data quality/integrity are served by aiding the LDCSS to purchase its preferred Management Information System.
- 5.2 Purchasing the new system will ensure appropriate and necessary configuration, testing and training can be undertaken. By purchasing the system now, should the proposal to create a social enterprise be approved, data transfer can be improved within the required timescales in readiness for that organisation to begin formally trading.
- 5.3 In order for the Council to purchase the preferred IT solution within the required timescales, Contracts Procedure Rules nos. 8.1 and 8.2 (Intermediate Value procurements) will need to be waived.

6 Recommendations

The Chief Officer, Care Delivery Services is recommended to:

- 6.1 Approve the waiver of Contracts Procedure Rules Nos. 8.1 and 8.2 – Intermediate Value Procurement;
- 6.2 Authorise the award of a contract to e-dataware Ltd in the sum of £18,500. The contract shall commence on 1st November 2014 and expire on the 31st March 2016 with the option to extend for a period of 1 year, such option not to be taken up more than 4 times.
- 6.3 Note that the Head of Service for the Learning Disability Community Support Service is the lead officer.

7 Background documents

- 7.1 *Contracts Procedure Rules No. 8.1 and 8.2 – Intermediate Value Procurements*