

Report of Head of Commissioning

Report to Director of Adult Social Services

Date: 3rd September 2015

Subject: Decision to award a contract for the Electronic Care Brokerage system in Adult Social Care.

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 City Council has a requirement to introduce new technology to replace the inefficient paper, fax and telephone based systems for commissioning domiciliary care services from the independent sector, with a web-based system that will support greater security, efficiency and capacity in the commissioning of home care packages
2. A restricted tender process was undertaken in November 2013, which identified Oxford Computer Consultants Ltd (OCC) as the most economically advantageous tender.
3. The OCC system function has been reviewed to confirm that the system meets the requirements of the new homecare contract. A small number of developments were identified to improve the functionality of the system.
4. Due diligence regarding the suitability of the system and ability of the provider to meet the requirements of the new home care contract have been undertaken leading to a recommendation by the Project Board to recommend that the Director of Adult Social Services award the contract for the Electronic Care Brokerage (ECB) system to OCC notwithstanding the developments identified.

Recommendations

5. The Director of Adult Social Services is recommended to award a contract for the sum of £148,414 to Oxford Computer Consultants (OCC) for a period of two years with one additional option to extend for a further nine month period. The contract sum including the available extension will be £169,093.

6. The Head of Commissioning will be responsible for implementation and the contract will be awarded to OCC by PPPU within 10 days subject to approval of the recommendation.

1 Purpose of this report

- 1.1 The purpose of this report is to seek approval from the Director of Adult Social Services to award a contract to OCC for an Electronic Care Brokerage system for a period of two (2) years with the option to extend by one (1) further period of nine (9) months.

2 Background information

- 2.1 The City Council identified a requirement to introduce new technology to replace the inefficient paper, fax and telephone based systems used by Adult Social Care's Care Communications Centre for commissioning domiciliary care services, with a web-based system that will support greater security and efficiency in the commissioning of home care packages. The current manual processes severely limit the speed and flexibility with which care packages can be brokered and the processes operated to does not lend itself to being compliant with the required information governance practice.
- 2.2 Adult Social Care undertook a tender exercise in 2013 to identify an IT based system which could best meet the requirements for an electronic brokerage system.
- 2.3 The objective was to offer technology which could support the brokerage function within Adult Social Care (ASC) and manage the brokerage of care packages under the current operating contract and any replacements which may be put in place as well as to offer technology which could automate a largely manual process.
- 2.4 A project board and project team were established and an evaluation panel was formed to evaluate the tender responses. The following staff roles were members of the evaluation panel:
- Business Partner Manager – ASC;
 - Commissioning Manager – ASC;
 - Solutions Architect (ICT);
 - Project Manager;
 - Business Systems Analyst;
 - Care Communications Center – ASC.
- 2.5 However whilst the work on this procurement of the ECB system was underway a newly formed project entitled Home care Re-Design and Re-Commissioning was established to identify a new model of Home care to become operational once the existing Framework Agreement expired.
- 2.6 In 2014 DSMT requested that the ECB project timetable and objectives be brought into line with the Home Care Re-Design and Re-commissioning Project to ensure any systems secured fully met the requirements of that project.
- 2.7 The projects have since been aligned and the ECB functionality is now an integral part of the new homecare contract which will commence in June 2016.

3 Main Issues

3.1 Considerations and Reasons for Contract Award

- 3.1.1 The decision to improve the brokerage process for home care supports the priority set out within the Leeds Joint Health and Wellbeing Strategy 2013-2015 to increase the number of people supported to live safely in their own home and is in accord with the Better Lives Strategy 2013 through providing better housing care and support.
- 3.1.2 The ability to securely and efficiently distribute detailed requirements to selected individual or grouped home care providers under the new contract will increase the ability of those providers to offer more tailored care proposals to service users and thereby support the personalised delivery of care. The improved technology also offers the Care Communications Centre greater data security during the brokerage process.

3.2 Pre-Qualification Questionnaire

- 3.2.1 The Pre-Qualification Questionnaire (PQQ) was published on 5th August 2013 with a return date of 4th September 2014. The PQQ's were evaluated in accordance with the published criteria. Seven PQQ's were returned and four suppliers who scored 60% (or over) were invited to tender - @UKPlc, Bip Solutions Ltd, Matrix SCM Ltd and Oxford Computer Consultants Ltd.

3.3 Tender Evaluation

- 3.3.1 Tender documents were published on 5th November 2013 with a return date of 11th November 2013. Of the four organisations invited to tender three submitted a response whilst Bip Solutions Ltd declined to do so.
- 3.3.2 One supplier (@UK Plc) failed to meet the minimum required score as detailed in the published criteria.
- 3.3.3 The tender from Matrix SCM was rejected as it failed to demonstrate that they could fully meet all of the requirements of the specification within the indicative budget.
- 3.3.4 Further details of the final tender evaluation scores and evaluation criteria are appended at Appendix 1.
- 3.3.5 A DDP report was submitted to panel in June 2014 seeking permission for officers to enter into a dialogue with OCC to request an extension to the proposed timescales and clarify some of the responses they had made within their tender submission. This report was approved by the DASS on 02.07.2014.

3.4 Conclusion

- 3.4.1 The evaluation team concluded that:
- 3.4.2 The submission from @UK Plc must be excluded as it failed to meet the minimum quality criteria;

- 3.4.3 The submission from Oxford Computer Consultants Ltd represented the most economically advantageous tender, subject to the required additional information being provided and being acceptable.
- 3.4.4 The statement of requirements for Electronic Care Brokerage was reviewed on 27/04/2015 by commissioning staff against the new home care specification to ensure that the original tender for the ECB was still relevant and could work with the newly tendered home care service.
- 3.4.5 Since the original procurement was undertaken in 2013 Leeds City Council (LCC) have implemented new access and authentication controls. Neither the original requirement nor response included this level of security. IT have confirmed that the current LCC two factor authentication product is not suitable for the OCC system but OCC have identified a resolution to this issue which is acceptable to IT.
- 3.4.6 OCC were asked at time of tender and during recent discussions about development of live interfaces with CIS in order to increase efficiency of data entry and management with the CIS system. OCC have been unable to offer a design or a cost regarding the creation of these interfaces due to a lack of clarity as to the actual requirements and planned timescales of CIS developments. Once CIS becomes more established IM&T will have significant involvement in discussions with OCC as to what interfaces are needed between IT systems and the timescale for achieving these. A process for manual entry of data has been designed to operate until this further work can be undertaken.
- 3.4.7 Information sharing agreements will be agreed for the arrangement with OCC and with the users of the system to govern access to the system and information contained within the system. These information sharing agreements will be drafted and agreed between parties prior to system implementation (subject to approval of this report).

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 No consultation has taken place with key stakeholders as to whether the contract should be awarded to the winning bidder or not as this is determined by the evaluation of the tender received. However, consultation with key stakeholders was undertaken when the particular procurement route was chosen.
- 4.1.2 A Privacy Impact Assessment (PIA) has been undertaken in consultation with Information Governance and ICT security team and this is at Appendix 2. The PIA demonstrates that information risks and privacy concerns have been considered and actions identified to ensure the security and confidentiality of personal and personal sensitive information.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 Due to the nature of the procurement (Software) the majority of the relevant areas under the Equality Impact Assessment were covered within the business/technical requirements of the tender requirements and included accessibility standards. An

Equality Impact Assessment has been undertaken by the overarching project, the Home Care Commissioning and Redesign Project.

4.3 Council Policies and Best Council Plan

- 4.3.1 The decision to improve the brokerage process for homecare supports the priority set out within the Leeds Joint Health and Wellbeing Strategy 2013-2015 to increase the number of people supported to live safely in their own home and is in accord with the Better Lives Strategy 2013 through providing better housing care and support

4.4 Resources and Value for Money

- 4.4.1 The tender process demonstrated that Oxford Computer Consultants Ltd demonstrated value for money.

- 4.4.2 The total cost for the system (including maintenance and support for the two year period will be £148,414. The contract sum including the available extension will be £169,093. It should be noted that maintenance costs will not be incurred until the system has been fully implemented.

- 4.4.3 Some further internal costs will be incurred with the purchase and implementation of this system and these costs are identified below:

- 4.4.4 The following table breaks down the projected costs for project support from Projects, Programmes and Procurement unit (PPPU) which will be met from the existing budget.

Electronic Care Brokerage:

Planning for implementation	£13,560
Implementation Phase	£19,440
Transition to initial Go live	£24,540
Go live with new providers and handover to steady state	£9,780
Total	£67,320

- 4.4.5 Finance have confirmed that funding is available within the ASC budget for the purchase of this system.

- 4.4.6 Funding for the project development costs of the brokerage system and the monitoring systems was secured from a grant of £567,000 in 2012 from NHS Leeds.

- 4.4.7 If a decision is taken to continue with the system once the contract expires then funding will have to be identified during the budget setting process. Any future efficiency savings will need to be ring fenced for on-going use of this IT system.

- 4.4.8 The funding is available on a rolling basis but there will be no underspends within the budget due to the on-going work that is still to be undertaken to purchase or develop a monitoring system

- 4.4.9 Introduction of an electronic care brokerage system will reduce the amount of time that is taken to broker care packages and allow providers to deliver services that are more personalised to the individual as the new system will be outcome based.

4.5 Legal Implications, Access to Information and Call In

4.5.1 The decisions highlighted in this report will be taken by the Director of Adult Social Services in line with the officer delegation scheme as detailed in Part 3 of the Council's Constitution.

4.5.2 This report is not subject to call-in.

4.6 Risk Management

4.6.1 The new Home Care contract involves greater information sharing with delivery partners. ASC does not currently have an efficient process for this information sharing.

4.6.2 ICT have undertaken due diligence and initially identified some outstanding issues, which were investigated and resolved with OCC prior to compilation of this contract award report.

4.6.3 ICT have supported the identification and resolution of enquiries rapidly through the support of the project manager and systems architect (who are funded by the ECB project). This project support has been planned to remain involved until beyond the initial implementation to ensure consistent coordination of the OCC system.

4.6.4 There is an outstanding risk relating to OCC's ability to develop data transfer from the ECB system with other City Council's systems (CIS and CIS financials). The work around that has been agreed with Access and Care staff is for relevant staff to undertake double entry keying of some of the required fields. If a decision was made that transfer of this data was required, the City Council would need to obtain a quote from OCC to undertake this development work.

4.6.5 A risk log has been developed and mitigating actions have been identified to reduce any risks to LCC.

5 Conclusions

5.1 The original tender process, the review of the ECB statement of requirements, the additional system demonstration and the on-going engagement with OCC have resolved the clarifications from the original tender submission and resolved the new technical requirements relating to 2 factor authentication.

6 Recommendations

6.1 The Director of Adult Social Services is recommended to award a contract for the sum of £148,414 to Oxford Computer Consultants (OCC) for a period of two years with one additional option to extend for a further nine month period. The contract sum including the available extension will be £169,093.

6.2 The Head of Commissioning will be responsible for implementation and the contract will be awarded to OCC by PPPU within 10 days subject to approval of the recommendation.

7 Background documents¹ :

7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.