

# Approval of direct award contract through the Yorkshire Purchasing Organisation framework to Access UK Ltd for move to vendor supplier hosting and ongoing support & maintenance of Mosaic

Date: 8<sup>th</sup> March 2024

Report of: Assistant Product Manager

Report to: Director of Strategy and Resources

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## Brief summary

The purpose of this report is to seek approval to direct award through Yorkshire Purchasing Organisation (YPO) framework a contract directly to Access UK Ltd for the Council to move to the vendor supplier hosting (SaaS) and the ongoing support & maintenance of Mosaic (IT solution used in Childrens and Families and One Adoption West Yorkshire for social work, early help, and adoption recording), for the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028.

The application of the direct award will enable continued use of Mosaic and is being taken on technical grounds and to maintain business continuity at a time of significant demand and financial pressure for the Children and families service (CandFS).

Mosaic allows the CandFS to deliver on safeguarding, along with wider family support, helping Leeds City Council (LCC) achieve the Best City Ambition, in particular the pillars for health and wellbeing, and inclusive growth, whilst tackling poverty and inequality.

Mosaic can only continue to be supported and maintained by Access UK Ltd. A change of supplier would not be practicable for economic, technical and interoperability reasons.

The current on-premises contract began 29<sup>th</sup> October 2023 is a direct award through the YPO framework, it is due to cease 28<sup>th</sup> October 2026, however both the Council and Access UK Ltd have agreed to re-execute this final version of the agreed YPO contract framework and add Managed Hosting, with the new contract replacing the existing contract from 1<sup>st</sup> April 2024.

Due to the reason(s) stated above paragraph (paragraph 2) and the points listed below; a formal contract of four years is required to be formalised in writing.

- Making best use of resources – in particular, using digital capabilities to provide improved services and reporting functionality.
- Being cost effective – 4-year fixed NO indexation.

## Recommendations

- a) The Director of Strategy and Resources is recommended to direct award through Yorkshire Purchasing Organisation (YPO) framework 1095 a contract directly to Access UK Ltd for SaaS and to support & maintain Mosaic, for the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028. The total cost of making a direct award of the contract for this period is £911,632 to 31/3/28.
- b) The decision to award the contract is being taken on technical and business continuity grounds as Mosaic is fully embedded at LCC and can only continue to be supported and maintained by Access UK Ltd.
- c) The decision is based on a feasibility assessment, to move the product (Mosaic) from on premise to cloud hosted in line with the Government and corporate 'Cloud First' principle.

## What is this report about?

- 1 To seek approval to direct award through YPO a contract directly to Access UK Ltd for SaaS and to support and maintain Mosaic, for the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028.
- 2 Mosaic is proprietary to Access UK Ltd, and as such only they can provide the required levels of support and maintenance, including updates and fixes. A change of supplier would not be practicable and would involve substantial inconvenience and duplication of costs to the Council.

## What impact will this proposal have?

Accepting this proposal will allow LCC to continue providing software and services to continue statutory and safeguarding duties across the Children and families service.

### Wards affected:

Have ward members been consulted?       Yes       No

- 3 No wards will be affected by this proposal.

## How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing       Inclusive Growth       Zero Carbon

This report relates to the use of a software solution, its impact on climate change initiatives is through the support it gives to those services using it and the infrastructure it sits on.

- a) The solution facilitates digital working, removing the need for paper-based systems.
- b) A move from on-premises hosting to SaaS promotes the 'cloud first' principle and will assist the Council to reduce its carbon footprint on on-premises server maintenance.

## What consultation and engagement has taken place?

- 4 Appropriate consultation has taken place with relevant stakeholders, and Strategic Sourcing team, who support the decision to direct award through YPO a contract directly to Access UK Ltd for SaaS and to support and maintain Mosaic, for the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028.

The continued use of Mosaic is also supported by the Chair of the Board overseeing the system. Mosaic is embedded in the CandFS. It is the principal software used for social work, early help, and adoption recording. Reports from Mosaic are used to meet the Council's statutory Child In Need and 903 Child Looked After returns to the Government. Performance and ad-hoc reports are generated from Mosaic to monitor and achieve service targets and assist with Ofsted inspections. Finance is recorded in Mosaic, providing audit oversight to the money being paid to children and families.

Mosaic is used by external stakeholders, in particular the recording of early help work being undertaken by our partners.

Mosaic is one of the market leaders and is used by many Local Authorities. Access UK Ltd continue to grow and develop how it supports statutory and safeguarding work.

### **What are the resource implications?**

- 5 The Council awarded a contract DN202134 - ITS100027 - Provision of a Children and Young Peoples Social Care Case Management and Information System for the ongoing support & maintenance of Mosaic, for the period 29<sup>th</sup> October 2012 to 28<sup>th</sup> October 2017 with six options to extend. The option to extend ceased and this contract expired on 28<sup>th</sup> October 2023.
- 6 The Council awarded a direct award contract, through the YPO framework DN54220 - ITS190194 - Provision of a Children and Young Peoples Social Care Case Management and Information System for the support and maintenance of Mosaic from 29<sup>th</sup> October 2023 to 28<sup>th</sup> October 2026, which represented best use of Council funds (fixed indexation of 3%)
- 7 The decision to apply a direct award contract, through the YPO framework to Access UK Ltd for SaaS and to support and maintain Mosaic from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2028 represents best use of Council funds (fixed no indexation)
- 8 The total (maximum) cost for making a direct award of the contract for 4 years for ongoing support and maintenance from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2028 is £757,132 (£189,283 p/a) from 213/214 revenue funds.
- 9 The real cost for making a direct award of the contract will be less, Year 1 pro-rata support and maintenance will include payment transfer from existing contract and based upon milestones on SaaS implementation. Part year 1, full year 2-4 will be varied down by removing the contract elements for oracle WebLogic support (current market value of £28,658 p/a).
- 10 The cost for making a direct award of the contract for one off SaaS implementation is £154,500 from Integrated Digital Services' (IDS) capital funds.
- 11 A reduction to IDS resource required, for an Oracle database contractor to support and maintain on premise. This equates to £428,000 for 4 years (average of £107,000 p/a).
- 12 Other IDS reduced costs, result in this being considered relatively cost neutral.

### **What are the key risks and how are they being managed?**

- 13 There are minimal risks associated with applying a direct award of the contract to Access UK Ltd. Mosaic is a mature system and has been used by LCC for a few years.

- 14 Any risks which are highlighted during the term of the direct award contract will be managed and mitigated through regular supplier account management meetings/ and YPO agreed service level agreements (SLAs) and through the contract management module on YorTender.
- 15 If this proposal is not approved, there is an immediate risk that the Council will not be able to provide business continuity to the CandFS. Being unable to fulfil statutory safeguarding duties, along with wider family support, will have a fundamental negative impact on children and families in Leeds and the wider West Yorkshire area.

### **What are the legal implications?**

- 16 In accordance with the Council's Contract Procedure Rules (CPR) 3.1.6, it is acknowledged that the YORhub suite of frameworks did not provide an appropriate technical solution for reasons already cited within this report. YPO are a pre-approved third-party framework for the purposes of CPR 9.1.
- 17 Under YPO Framework Ref: Commissioning Solutions 1095 a direct award to the registered supplier(s) is permitted.
- 18 The decision to make a direct award (via the YPO Framework Ref: Commissioning Solutions – 1095) to Access UK Ltd for SaaS and for ongoing support and maintenance of Mosaic is of a high value. This is considered a Key Decision and is subject to a call in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.
- 19 It should be noted that once the contract is completed, the procedure to register all the contract details on the Council's E-tendering system must be followed pursuant to CPR 14.1.
- 20 These comments should be noted by the Director of Strategy and Resources and in making their final decision and in particular be aware of the risk of challenge to the Council identified above and should be satisfied that on balance the course of action chosen represents best value for the Council.
- 21 The above comments should be noted. In making their final decision, the Director of Strategy and Resources should be satisfied that the course of action chosen represents best value for the Council.
- 22 In accordance with section 2.5 of the Executive and Decision-Making Procedure Rules, this decision is being made under General Exception provisions. This is due to the time sensitive nature of the decision. If the decision were to be made in accordance with standard Key Decision rules (which require 28 clear calendar days between publication in the List of Forthcoming Key Decisions and the decision being taken), this would mean that the discounted offer to be in place for the end of March 2024 would not be in place, resulting in extra cost for the Council.
- 23 As such, to not approve this contract under the General Exception provisions would risk significant extra cost to the Council.

## **Options, timescales and measuring success.**

### **What other options were considered?**

- 24 A full assessment was undertaken by a Solutions Architect in IDS. 3 options were reviewed:
- a. an on-premises to on-premises
  - b. an on premises to LCC AWS cloud
  - c. an on-premises to SaaS migration
- 25 Options a and b were ruled out as the Supplier would not support these type of migrations. Pursuing options a or b represented too much risk to business continuity.
- 26 Awarding a direct award for 4 years to Access UK Ltd to implement and support and maintain SaaS represents best value to the Council (with no indexation fixed for 4 years) and is in line with the Government and corporate 'Cloud First' principle.

### **How will success be measured?**

- 27 Regular account /supplier review meetings, against SLAs within the contract and through the contract management module on YorTender.
- 28 Statutory services for Childrens and Families will be continued to be delivered without disruption and within legal time frames.

### **What is the timetable and who will be responsible for implementation?**

- 29 Continuation of existing service provision. With IDS responsible for overseeing the implementation to the SaaS solution from the 1<sup>st</sup> April 2024.

### **Appendices**

- EDCI.

### **Background papers**

- None.