

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer – Supply, Distribution and Property****Tendering Committee: 21 April 2021**

Subject: Contract Authorisation Report – Provision of CareFirst Software Support and Maintenance Services**1. Purpose**

- 1.1** The purpose of this report is to seek the approval of the Tendering Committee to authorise the Chief Officer - Regulatory and Regeneration to conclude the award of the contract for Provision of CareFirst Software Support and Maintenance Services.

2. Recommendations

- 2.1** It is recommended that the Tendering Committee:
- a) Authorise the Chief Officer – Regulatory and Regeneration to conclude, on behalf of West Dunbartonshire Health and Social Care Partnership (WDHSCP), the award of the contract for the Provision of CareFirst Software Support and Maintenance Services to OLM Systems Ltd;
 - b) Note the contract will be placed by West Dunbartonshire Council (the Council); and
 - c) Note that the contract shall be for a period of three years and at an estimated contract value of £270,000 ex VAT. The cost for year one is fixed at £88,269, with costs in years two and three subject to price escalation in line with the Retail Price Index (RPI) which is forecast to be 2.5% for 2021. The estimated commencement date will be on 21 April 2021.

3. Background

- 3.1** The WDHSCP strategic plan states that it is responsible for the strategic planning and reporting of a range of health and social care services delegated to it by NHS Greater Glasgow & Clyde Health Board and West Dunbartonshire Council. The Council and the Health Board discharge the operational delivery of those delegated services (except those related to the Health Board's Acute Division services most commonly associated with the emergency care pathway).
- 3.2** The WDHSCP integrated teams use the Case Management software (CareFirst) to create, log and record data on service users. This data is used to determine the level of support required for its service users (against agreed Eligibility Criteria) and also used for reporting locally and nationally. Not having a system to do this would result in the WDHSCP failing in meeting the Council's ACHIEVE measures.

- 3.3** The CareFirst software supports legislative requirements around Adult and Child Protection as it contains all details of individual assessments as well as ongoing observations and reviews by WDHSCP staff. It also supports the legislative requirement for Community Justice (formally Criminal Justice) reporting.
- 3.4** The budget for the Provision of CareFirst Software Support and Maintenance Services was approved as part of the ICT budget under Social Work Case Management at the Corporate Services Committee on 17 February 2021. This procurement exercise has been conducted in accordance with the Council's Standing Orders and Financial Regulations and the *Public Contracts (Scotland) Regulations 2015* for Services. A Contract Strategy document was also approved by the Business Partner - Strategic Procurement (Corporate Indirects) on 30 March 2021.

4. Main Issues

- 4.1** The Contract Strategy identified that only OLM Systems Ltd can undertake the licencing, support and maintenance. The recommendation therefore is that the contract for the Provision of CareFirst Software Support and Maintenance is awarded to OLM Systems Ltd of Cairns House, 10 Station Road, Teddington Middlesex, utilising regulation 33 of the *Public Contracts (Scotland) Regulations 2015* - use of the negotiated procedure without prior publication.
- 4.2** The contract shall be for a period of three years and at an estimated contract value of £270,000 ex VAT. The cost for year one is fixed at £88,269, with costs in years two and three subject to price escalation in line with the Retail Price Index (RPI) which is forecast to be 2.5% for 2021.
- 4.3** OLM Systems Ltd have supplied and supported the CareFirst software since 2011. The contract will include two system upgrades. These releases cover legal and statutory changes and ensure compatibility with supported versions of 3rd party software such as Oracle 12c database.
- 4.4** OLM Systems Ltd pay all staff above the real Living Wage (minimum £9.50 per hour). There are no specific social benefits associated with this contract, however further social benefits will be discussed with OLM Systems Ltd and any actions to take any social benefits forward will be agreed and will be monitored as part of the Contract and Supplier Management Policy.

5. People Implications

- 5.1** There are no people implications.

6. Financial and Procurement Implications

- 6.1** Financial costs in respect of this contract will be met from the approved revenue budgets of ICT Services. The Corporate Services Committee of 17 February 2021 approved a budget, based on previous years spend, of £87,300, however the cost for year one exceeds that by £969. Inflationary increases were anticipated and Committee was advised that where outturn costs exceed the budget, the excess would be captured as future revenue burdens. The

budgets for years two and three will require to be increased in line with an estimated RPI inflation.

6.2 There are potential additional costs in relation to travel expenses incurred by OLM Systems Ltd should on site attendance be required.

6.3 This procurement exercise was conducted in accordance with the agreed Contract Strategy produced by the Corporate Procurement Unit in close consultation with ICT and WDHSCP officers and the provisions of Contract Standing Orders, the Financial Regulations and relevant procurement legislation.

7. Risk Analysis

7.1 The successful provider has no known links to Serious and Organised Crime which would have significant political and reputational ramifications for the WDHSCP and Council.

7.2 Should the contract fail to be awarded, the CareFirst software will be out of support, and the required upgrades to comply with legislation would not be progressed.

8. Equalities Impact Assessment (EIA)

8.1 An equalities impact assessment screening was undertaken by ICT Services, which determined a full equalities impact assessment was not required.

9. Consultation

9.1 Consultation has taken place with ICT Services, WDHSCP, Legal Services and Finance Services.

10. Strategic Assessment

10.1 The Provision of CareFirst Software Support and Maintenance Services will contribute to the delivery of the Council's strategic priorities by supporting the provision of efficient and effective frontline services that improve the everyday lives of residents.

Name: Angela Wilson

Designation: Chief Officer - Supply, Distribution and Property

Date: 1 March 2021

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Appendices: None

Background Papers: The Contract Strategy

EIA Screening

Wards Affected:

None