

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – Regulatory and Regeneration

Tendering Committee: 20 September 2023

Subject: Contract Authorisation Report – Provision of CallConfirm Live Support

1. Purpose

1.1 The purpose of this report is to seek the approval of the Tendering Committee to conclude the award of the contract for Provision of CallConfirm Live Support.

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 (WD HSCP), the award of the Contract for Provision of CallConfirm Live Support to Access UK Ltd.

- b) Note that the contract shall be for a period of two years with the option of a one year extension and at a value of £339,552.48 inclusive of VAT over two years and £509,328.72 inclusive of VAT should the contract be extended. The estimated commencement date of the contract is 2 October 2023.

3. Background

3.1 CallConfirmLive is the scheduling system used within Care at Home. The system has been live for a number of years and is a business critical system used to schedule and manage care delivery by home carers to service users in their homes. Monthly licensing costs have been paid on the basis of a rolling monthly contract. In addition to the need to have a contract in place, the provider has notified the WD HSCP that they are moving to a new 3-tier support model which may increase monthly costs.

3.2 The overall budget for Provision of CallConfirm Live Support was approved at the HSCP Integrated Joint Board on 15 March 2023. The budget for this specific contract is from the General Revenue budget. This procurement exercise has been conducted in accordance with the Council's Standing Orders and Financial Regulations and the Public Procurement Regulations. A Contract Strategy document was also approved on 22 August 2023.

4. Main Issues

4.1 The Corporate Procurement Unit undertook an assessment of the G-Cloud 13 framework agreement to identify any providers of CallConfirm Live Support. WD HSCP carried out an assessment of their specific requirements against what the providers were offering as part of the G-Cloud 13 framework agreement. It was identified that Access UK Ltd was the only provider that met the WD HSCP requirements.

4.2 It is recommended that the contract is awarded to Access UK Ltd, of Loughborough. The contract shall be for a period of two years with the option of a one year extension and at a value of £339,552.48 inclusive of VAT two years and £509,328.72 inclusive of VAT should the contract be extended. The value of the contract is above the value approved by the HSCP Integrated Joint Board and the extra funding will be provided by the Winter Monies reserves.

4.3 Access UK Ltd has committed to paying all staff as a minimum the real Living Wage (£10.90 per hour) and promotes Fair Working Practices across their organisation. Further, Access UK Ltd has committed to delivery of the following social benefits as a direct result of delivery of this contract:

- Two quarterly workshops which covers career skills, mock interviews etc., within a school or community learning environment;

The social benefits will be discussed at the implementation meeting Access UK Ltd and actions to take these forward will be agreed.

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 General Revenue budget of WD HSCP.

6.2 This procurement exercise was conducted in accordance with the agreed Contract Strategy produced by the Corporate Procurement Unit in close consultation with WD HSCP officers and the provisions of Contract Standing Orders, the Financial Regulations and Public Procurement Regulations.

7. Risk Analysis

7.1 Access UK Ltd has no known links to Serious and Organised Crime which would have significant political and reputational ramifications for the Council.

8. Equalities Impact Assessment (EIA)

8.1 An equalities impact assessment screening was undertaken by WD HSCP which determined a full equalities impact assessment was not required.

9. Consultation

9.1 Consultation has taken place with WD HSCP, Finance Services and Legal Services.

10. Strategic Assessment

10.1 The Provision of CallConfirm Live Support will contribute to the delivery of the WD HSCP strategic priorities:

- Caring Communities;
- Safe and thriving communities;
- Equal Communities;
- Healthy Communities

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Designation: Chief Officer – Regulatory and Regeneration

Date:

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Background Papers: Contract Strategy
EIA Screening

Wards Affected: None.

