

Report to:	Cabinet	Date of Meeting:	27 May 2021
Subject:	Support and Maintenance Contract for Social Care Case Management System(s)		
Report of:	Executive Director of Corporate Resources and Customer Services	Wards Affected:	(All Wards);
Portfolio:	Cabinet Member - Regulatory, Compliance and Corporate Services		
Is this a Key Decision:	Yes	Included in Forward Plan:	Yes
Exempt / Confidential Report:	No		

Summary:

This report sets out the background for the support and maintenance contracts for the existing Case Management Systems used to support Social Care and Early Intervention Services within Adult and Children's Social Care. The report details the associated procurement route available to the authority to renew this support and maintenance as the contract novated from Arvarto has now expired.

Recommendation(s):

That the:

- (1) Cabinet be requested to approve the use of the Crown Commercial Services Framework RM3821 Digital and Application Solutions lot 3c 'Community Health and Social Care to award a contract for the support and maintenance of the Liquid Logic Social Care Modules deployed across Adults and Children's Services; and
- (2) Executive Director of Corporate Resources & Customer Services in consultation with the Cabinet Member for Regulatory, Compliance and Corporate Services be granted delegated authority to award the Contract under this framework, for an initial five years with an option to extend for a further two.

Reasons for the Recommendation(s):

To ensure that this critical system is still supported and maintained by the software supplier and that Sefton continue to receive statutory changes and upgrades.

Alternative Options Considered and Rejected: (including any Risk Implications)

To explore the market for a new Social Care solution, rejected.

The current solution, provided by Liquid Logic, is recognised as one of the market leading products in this area and is used by most authorities in the North West. This makes regional initiatives around information sharing and integration with possible, an advantage recently demonstrated in the regional response to information sharing to support the COVID-19 response. Furthermore, the cost of change would be significant and potentially prohibitive, which would not represent best value to the authority.

What will it cost and how will it be financed?

(A) Revenue Costs

The funding for this contract exists already within ICT contract revenue streams.

(B) Capital Costs

There are no capital costs

Implications of the Proposals:

<p>Resource Implications (Financial, IT, Staffing and Assets):</p> <p>Financial – costs will be contained within existing revenue streams</p> <p>IT – system remains supported and maintained in line with good practice</p> <p>Staffing - The awarding of a new contract will not have any staffing implications for the Council.</p> <p>Assets - There are no expected implications regarding Council assets expected in relation to this procurement exercise.</p>
<p>Legal Implications:</p> <p>There are no legal Implications</p>
<p>Equality Implications:</p> <p>There are no equality implications</p>

Contribution to the Council’s Core Purpose:

<p>Protect the most vulnerable: - The contract ensures we have a full support contract in place for a critical system within the authority</p>
<p>Facilitate confident and resilient communities: Not Applicable</p>
<p>Commission, broker and provide core services: The contract ensures we have a full support contract in place for a critical system within the authority</p>

Place – leadership and influencer: Not Applicable
Drivers of change and reform: Not Applicable
Facilitate sustainable economic prosperity: Not Applicable
Greater income for social investment: Not Applicable
Cleaner Greener: Not Applicable

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Procurement Manager for Sefton Council and the Executive Director of Corporate Resources and Customer Services (FD 6355/21) and the Chief Legal and Democratic Officer (LD4556/210) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Not Applicable

Implementation Date for the Decision

Following the expiry of the “call-in” period for the Minutes of the Cabinet Meeting

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Appendices:

There are no appendices to this report

Background Papers:

There are no background papers available for inspection.

1. Introduction/Background

- 1.1 Sefton Council utilises the Liquid Logic social care case management system to manage the services provided to adults and children in the borough.
- 1.2 The Liquid Logic case management system comprises of three core solutions: LAS (Adult Social Care), LCS (Children's Social Care), EHM (Children's Early Help). In addition, the software provides other integrated ancillary modules and solutions to support, for example, financial payments, provider services and self-assessment.
- 1.3 The Liquid Logic case management system was implemented at Sefton in 2010. Sefton Council carried out the procurement activity, and the Council's former IT partner Arvato CRM UK & Ireland held the contractual relationship with Liquid Logic on the Council's behalf.
- 1.4 When the contract with Arvato came to an end in September 2018, the contracts held by Arvato were novated to the Council, as a private company Arvato's supply chain was not subject to Public Contract Regulations. Therefore, any renewal of these novated contracts required a commercial review and appropriate strategies put in place to ensure compliance with Public Procurement Regulations.
- 1.5 As such a Cabinet Report of 24 January, entitled "The Strategic Approach to ICT Contract Management" set out the proposed approach to commissioning and procuring contracts to support ICT service delivery in Sefton. Within this report the Liquid Logic Case Management System was defined as a category 3 (major system) in the report and as a "large, complex system, which required significant upfront cost" and was typically replaced "once in a generation".
- 1.6 The report also explained the importance of ensuring business continuity for number of these systems, specifically to ensure that support and maintenance contracts were in place for all critical systems.
- 1.7 The contract with the supplier is currently rolling and renews year on year on the 1st of April each year. Therefore, the authority needs to formalise the contract for support and maintenance to ensure full support and maintenance services are in place, in line with service standards and to ensure value for money for Sefton Council.
- 1.8 The contract review for Liquid Logic was planned in for financial year 2021/2022. However, the supplier has advised that they are not willing to roll the contract forward into this next financial year (21/22) and that the authority needs to put a formal contract in place.
- 1.9 To allow time for the authority to complete a formal procurement, in line with procurement regulations, the supplier has agreed to roll the contract forward a further six months. This was completed by a formal waiver in line with procurement regulations in March 2021.

2. Proposed contract and procurement route

- 2.1 A suitable framework has been identified, Crown Commercial Services RM3821 Digital and Application Solutions Lot 3c – Community Health and Social Care. This report seeks approved to complete a permitted direct award for major systems intrinsically linked to current software solutions.
- 2.2 As a direct award Sefton MBC is utilising the freedoms provided under Contract Procedure Rules 2/4/1 Direct Call Off from a Framework, to ensure the best value contract in line with the requirement,
- 2.3 The proposed contract delivers:
- A discount structure in place to manage any additional modules to be added to the contract, approval for which will be subject to formal approval process in line Contract Procedure Rules
 - Crown Commercial Services contract terms providing assurance that the proposal has a foundation built on best practice to ensure the protection of our investment
- 2.4 The ICT Client Team and Council's procurement manager have worked with legal colleagues and reviewed all proposed contractual documentation to ensure it meets Sefton's requirements.

3. Next Steps

- 3.1 If the recommendation of this report is accepted and approved the next steps will be to complete a direct award, under Crown Commercial Services RM3821 Digital and Application Solutions Lot 3c – Community Health and Social Care, for the support and maintenance of existing solutions provided by Liquid Logic.