

CABINET

12 December 2023

CONTRACT FOR THE ADULTS AND CHILDRENS CASE MANAGEMENT IT SYSTEM

Report of the Deputy Leader and Portfolio Holder for Resources

Strategic Aim:	All	
Key Decision: Yes	Forward Plan Reference: FP/061023	
Exempt Information	No	
Cabinet Member(s) Responsible:	Cllr A Johnson, Deputy Leader and Portfolio Holder for Resources	
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Ward Councillors	N/A	

DECISION RECOMMENDATIONS

That Cabinet:

1. Approves the delegation of the award for the Adults and Childrens Case Management IT system to the Strategic Director for Resources.

1. PURPOSE OF THE REPORT

- 1.1 To seek approval to delegate the award of the hosting and maintenance contract to Liquidlogic owned by System C (LiquidLogic) as our incumbent provider, to ensure the optimum running and support of the Adults and Childrens Case Management system and other associated software products, under a new 7 year (5+2) contract.

2. BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 The LiquidLogic system is the case management software system used by the Adults and Childrens directorates.
- 2.2 The system was originally procured via a Crown Commercial Services Framework and the original contract commenced 4th September 2015. This call-off contract allowed for service provision until 31st December 2020.

2.3 This call-off contract was extended during the Covid-19 pandemic under Regulation 72 (1)(c) of the Public Contract Regulations 2015 for an additional term of 36 months. The current contract is due to expire at the end of December 2023. The contract covers the hosting and support and maintenance of the product.

2.4 Since its original implementation in 2015, the system continues to remain fit for purpose and is seen as one of the best case management system for Social Care.

3. OPTIONS

3.1 The Council has made a significant investment in both financial resources and staff time to develop the system and LiquidLogic is now integral into the working practices of both the Adults and Childrens Directorates.

3.2 The system was originally selected from the national framework by a further competitive tender process and this achieved best value for the Council. The ongoing costs of annual support and maintenance has been index linked, to allow for cost transparency.

3.3 The alternative solution that could be considered is a migration to a new system. There would be a significant IT capital cost, as well as an impact on the service area in both staff time and resource to implementation a new system. This option has not been further considered.

4. PROCUREMENT MODEL

4.1 On the basis that a migration to a new system is not being recommended, discussions have commenced with LiquidLogic to negotiate a new direct award call-off contract.

4.2 The contract will be award under the Crown Commercial Services RM6259 Vertical Application Solutions (VAS) Framework under Lot 2: Education, Community Health and Social Care Solutions.

4.3 A new contract to cover support and maintenance of the case management system, will be based on an agreed annual rate starting in Year 1, which thereafter will be subject to an annual uplift during the life of the contract. The renegotiation of the contract is based upon the existing delivery and scope of the system.

4.4 The new call-off contract will be based on an initial 5 year term, with the option to extend for a further 2 years. The price agreed will also include two additional modules purchased within the last 12 months. The contract length is proposed as the maximum allowable under the Framework.

4.5 The negotiations on the exact provision included within the contract are being undertaken.

5. CONSULTATION

5.1 The Council is not required to consult on this matter.

6. ALTERNATIVE OPTIONS

6.1 As described in section 3.3 an alternative solution could be purchased. This option

is disregarded as there is neither a financial business case nor a compelling reason to change the system.

7. FINANCIAL IMPLICATIONS

7.1 The current costs of the maintenance of the system are in the current IT budget. The new contract will remain within the budget available, and the only increase will be an annual indexation increase. The breakdown of costs are set as part of the Framework and therefore represent value for money.

8. LEGAL AND GOVERNANCE CONSIDERATIONS

8.1 The Council has statutory duties under various pieces of legislation relating to the delivery of adults and children's services. The LiquidLogic system supports these functions.

8.2 The LiquidLogic system requires specific technical support which can only be provided by LiquidLogic and is hosted in their environment.

8.3 To ensure continuity of technical support, it is the intention to make a direct award using a national Crown Commercial Services Framework (RM6259 VAS), on the terms and conditions set out in the Framework. This ensures compliance with the Public Contracts Regulations 2015, and is in line with the Council's Contract Procedure Rules.

9. DATA PROTECTION IMPLICATIONS

9.1 A Data Protection Impact Assessments (DPIA) has not been completed because there are no risks/issues to the rights and freedoms of natural persons.

10. EQUALITY IMPACT ASSESSMENT

10.1 An Equality Impact Assessment has not been completed because there are no service, policy or organisational changes being proposed.

11. COMMUNITY SAFETY IMPLICATIONS

11.1 There are no community safety implications arising from this report.

12. HEALTH AND WELLBEING IMPLICATIONS

12.1 There are no health and wellbeing implications arising from this report.

13. CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

13.1 LiquidLogic is the IT system for Adults and Childrens Case Management. The system is fit for purpose and well integrated into the business areas' processes.

13.2 Liquidlogic requires ongoing support and maintenance to optimise performance and ensure compliance with legislation changes. It is therefore recommended that LiquidLogic is appointed to continue to host and provide the support and maintenance to the system, and that this contract is awarded via a direct award process using the Crown Commercial Services Framework, to ensure best value.

13.3 As negotiations on the exact specification and costs are currently under negotiation, it is recommended that the award is delegated to the Strategic Director for Resources. This will enable the contract to be awarded without delay on completion of negotiations.

14. BACKGROUND PAPERS

14.1 There are no background papers.

15. APPENDICES

15.1 There are no appendices.

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