

Decision Pathway – Report



PURPOSE: Key decision

MEETING: Cabinet

DATE: 02 August 2022

TITLE	Re-Procurement of IT Systems (People Directorate)	
Ward(s)	All	
Author: Sarah Evens	Job title: Senior Project Manager	
Cabinet lead: Cllr Helen Holland Cabinet Member for Adult Social Care and Integrated Care System, Cllr Asher Craig Deputy Mayor; Children Services, Education and Equalities, Cllr Craig Cheney Deputy Mayor; City Economy Finance and Performance	Executive Director lead: Hugh Evans, Executive Director People	
Proposal origin: BCC Staff		
Decision maker: Cabinet Member Decision forum: Cabinet		
Purpose of Report: To seek approval to direct award a contract via CCS DAS Framework for the case management systems for adult social care, children’s social care and education, as set out in Appendix A and I.		
Evidence Base:		
<ol style="list-style-type: none"> 1. The People Major Systems, currently Liquid Logic Adult System (LAS), Liquid Logic Children System (LCS), Early Help Module (EHM) and Early Years and Education System (EYES) are business critical systems for case management, record keeping, data analytics and reporting which enable Bristol City Council to meet statutory duties across Adult Social Care, Children Social Care and Education services. 2. These systems are currently provided by Liquid Logic and have cost a combined total of £2,642,407 in investment from Bristol City Council for the core systems, service pack days, additional modules, and environments, each of which terminates on 30 September 2022. 3. Annually, Bristol City Council currently spends £372,358 via multiple contracts with the supplier to support and maintain these systems. 4. To ensure that the Council can continue to meet its statutory obligations this report seeks approval to make a direct award via CCS DAS Framework for the support and maintenance contracts for the People Major Systems beyond 30 September 2022, when the current contracts end. The final cost will be subject to discussions with the incumbent supplier within the budget envelope approved by Cabinet. 5. Appendixes A and I set out further details in relation to the proposal including a new integrated financial module for children and education to reduce costs incurred in manual processing children social care and education financial information, reduce payment errors, and improve financial accountability and planning. The proposal also includes a consolidated external hosted solution, shifting responsibility to maintain the systems onto the supplier, improving resilience and avoiding future upgrade costs. Finally, the proposal introduces a Contract Manager to ensure the Council maximises the effectiveness of the new contract. 		

Cabinet Member / Officer Recommendations:

That Cabinet:

1. Authorises the Executive Director People in consultation with the Cabinet Member for City Economy Finance and Performance to direct award the consolidated contract for the People Major Systems (for a period of five years with the option to extend for a further two years) via CCS DAS Framework at a cost of up to £4.2m as outlined in this report and Appendixes A and I.

Corporate Strategy alignment:

1. Children and Young People (CYP2); Case management systems assist the work of those supporting children, young people, and their families to thrive by digitalising the collaborative process which assesses, plans, coordinates, and monitors outcomes.
2. Children and Young People (CYP3): Case management systems assist education providers in providing effectively targeted, inclusive provision by joining up early years and social care and helping users identify relationships, significant events and breaking down barriers between professionals.
3. Health, Care and Wellbeing (HCW1); Collaborative case management systems which integrate with the NHS contribute to the implementation of an Integrated Care System and the transformation of adult social care.
4. Effective Development Organisation (ED04): Case management and integrated finance systems enable the collection of quality data which provide insights for data-driven and evidence-led decision making.

City Benefits:

1. Consolidated compliant contract for People Major Systems until 2027 with option to extend to 2029, reduced risk of successful challenge.
2. Improved contract management grip of a significant spend in key line of business systems to hold supplier to account, achieving better value for Bristol citizens.
3. New children and education integrated finance module to reduce payment errors and re-work, improved financial accountability and faster and more accurate payments for providers of care, e.g., foster carers.
4. A single managed hosting arrangement with blended support and upgrades, allowing for potential future integrations between all People Major Systems which may improve outcomes for citizens moving between children and adult social care services.

Consultation Details:

Internal officer and Cabinet member engagement.

Background Documents:Bristol City Council Corporate Strategy 2022-27 [Corporate Strategy 2022-27 \(bristol.gov.uk\)](https://www.bristol.gov.uk/corporate-strategy-2022-27)

Revenue Cost	£ 4.2M (including project costs)	Source of Revenue Funding	IT budget Change reserve
Capital Cost	£ 0	Source of Capital Funding	N/A
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice:

This report seeks approval to make a direct award for the consolidated contract, for the People Major Systems (for a period of five years with the option to extend for a further two years). It is estimated that this will a cost in the region of c.£4.2m over the life of the contract, as outlined in the report and Appendix I. This cost will be met from within existing resources, including associated one-off project costs.

Significant finance improvements are anticipated from this project which should reduce the current risks associated with the existing Children’s Payments approach. These include both the laborious and manual processes which are resource intensive, and the risk associated with legacy systems. Financial reporting, efficiency and control should be improved as a result.

The area to flag that is a potential risk to the business case costs, is in relation to the Adult Social Care Charging Reforms which will require significant systems changes and are outside of the scope of this project. Funding and resources will need to be identified to address this challenge.

Finance Business Partner: Denise Hunt, Finance Business Partner, 22 July 2022

2. Legal Advice: A procurement process for the re-provision of these services needs to comply with the Public Contracts Regulations 2015 and the Council’s own procurement rules. The direct award via the Crown Commercial Services DAS Framework is a compliant route, as explained in Appendices A and I.

Legal Team Leader: Eric Andrews, Legal Services, 21 July 2022

3. Implications on IT: I endorse and echo the commentary from the architecture team and fully support this migration to a single platform enabling the supplier to deliver a much more efficient and effective service.

IT Team Leader: Gavin Arbuckle, Head of IT Service Improvement, 10 June 2022

4. HR Advice: The report is seeking delegation of authority to the Executive Director People, in consultation with the Cabinet Members for Adult Social Care, Children, Families and Communities and City Economy Finance and Performance, to take all steps to procure and award contracts for the case management systems for adult social care, children’s social care and education. There are no HR implications arising from this report.

HR Partner: Lorna Laing, HR Business Partner, 27 May 2022

EDM Sign-off	Hugh Evans	8 June 2022
Cabinet Member sign-off	Cllr Craig Cheney	14 July 2022
For Key Decisions - Mayor’s Office sign-off	Mayor’s Office	30 June 2022

Appendix A – Further essential background / detail on the proposal	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	YES
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

