

TELFORD & WREKIN COUNCIL

**REPORT AND DECISION NOTICE OF OFFICER KEY
DECISION TAKEN ON 7 NOVEMBER 2024**

PUBLISHED ON 8 NOVEMBER 2024

DEADLINE FOR CALL-IN 13 NOVEMBER 2024

Case and Financial Management System Support and Maintenance Procurement

This **Key Decision** was taken by Simon Froud (Director of Adult Social Care) and Darren Knibbs (Director of Children's Safeguarding and Family Support), being the appropriate Officers under Delegated Powers in compliance with the Council's Constitution.

The **Key Decision** related to the following identified item contained within the Council's Notice of Key Decision as published on 30 April 2024.

1. INFORMATION

- 1.1. Digital transformation of health and social care is a priority for the Department of Health and Social Care (DHSC) and NHS England (NHSE).
 - 1.2. Telford & Wrekin Council Digital Strategy identifies 4 key areas for digital delivery:
 - Digital Customer
 - Digital Communities
 - Digital Place
 - Digital Workforce
- Our digital social care records and associated management system support this strategy and not only provide a digital social care record but also Integrated Care Record, Self-Service and Referral pathways, alongside key requirements for local and national statutory reporting.
- 1.3. The current Adults & Children's Social Care Case Management & Finance Management Systems Contract ends 15th November 2024.
 - 1.4. Due to the pending natural expiry of the Contract the Council has considered routes to securing a new System Contract. This consideration included:
 - Retender for new System Contract.
 - Retain the existing software solution solely for Support and Maintenance.
 - 1.5. The current software solution remains fit for purpose, covering all the requirements of the Council. A Support and Maintenance contract will drive value for money from the initial investment and help extend the products lifecycle compared to the significant investment in time, resource and cost for a full system retender (given the current system is fit for purpose).
 - 1.6. Any associated risks and financial costs have been considered and it has been agreed to contract on a three plus two years basis for Support and Maintenance Contract for the existing Systems.

- 1.7. A specification based on our requirements covering solely Support and Maintenance has been produced and agreed. The Council will award a contract to the existing supplier using Direct Award from a Crown Commercial Service (CCS) framework.
- 1.8. The procurement route for a new contract to support the Support and Maintenance of the Adult and Children's Social Care system will be through the Crown Commercial Services (CCS) Vertical Application Solutions (VAS) Marketplace RM6259 Lot 2. This framework offers a compliant flexible route to market for public sector vertical application requirements. It is a software focused solution to meet the specific needs of public sector Community Health and Social Care. Solutions include software licences, associated hardware, app-related consultancy services, software support and maintenance.

2. LEGAL IMPLICATIONS

Utilising a Framework via Crown Commercial Service offers an option which ensures compliance with statutory procurement requirements whilst also enabling the Council to make a direct award to secure continuity of service and minimising procurement costs. Legal advice can be provided regarding the terms of the contract at the appropriate time if required.

3. FINANCIAL IMPLICATIONS

The cost of the new contract in each financial year will need to be contained within existing budgets, of which there is a total budget of £210,000 available across both service areas. It is anticipated that any financial impact of the part year implementation of a new contract from November 2024 will be met from within the existing 2024/25 budget.

4. ALTERNATIVE OPTIONS CONSIDERED

Open market tender for new System Contract has been considered. However current software solution remains fit for purpose, covering all the requirements of the Council. Renewing the current Contract solely for Support and Maintenance will drive value for money from the initial investment and help extend the products lifecycle compared to the significant investment in time, resource and cost for a full system retender (given the current system is fit for purpose).

5. DECISION – that:

The Director of Adult Social Care and Director of Children's Safeguarding and Family Support, approves the Direct Award to System C Solutions for 3 years from 16th November 2024, with an option to extend for a further two years.

Further Information/Contact –



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Signed:

Simon Froud Director of Adult Social Care	Darren Knibbs Director of Children's Safeguarding and Family Support
	

Dated: 7 November 2024