

Case Management Systems for Education, Adult Social Care and Children’s Social Care, Youth Justice and NEET – Project Kairos

REPORT TO; Gary Fielding, Corporate Director, Strategic Resources

DECISION DATE: 5th May 2021

SUPPORTING ANNEX; None

PROPOSED RECOMMENDATION

It is recommended that the Authority awards the following contracts;

Contract	Supplier	Contract Term	Option to Extend
Adults and Children’s Social Care System, and the Finance and Case Management System	LiquidLogic	01 April 2023 – 31 March 2028	01 April 2028 – 31 March 2030
Education Case Management System	Servelec	01 April 2023 – 31 March 2028	01 April 2028 – 31 March 2030
NEET reporting system (Client Caseload Management Information System)	Servelec	01 April 2022 – 31 March 2023*	

*Following the initial period, the contract will then be included alongside the Education Case Management System for the term referenced above.

It is recommended that the Authority continues to review options for the Youth Justice Case Management System.

BACKGROUND TO SUPPORT THE RECOMMENDATION

Project Kairos was established in 2018 to undertake a strategic review of social care case management and education applications. This included a review of processes, data and intelligence reporting, partnerships and customer expectations.

The Authority has engaged with the market throughout this process, including virtual discovery in 2020.

Extensive capability analysis has been undertaken following internal process reviews and engagement with suppliers.

LEGAL AND GOVERNANCE COMPLIANCE

As per the Authority’s Procurement and Contract Procedure Rules, Rule 4.2 states that Directors shall ensure that a written record of the decision to procure a Contract is made in accordance with the Gateway Process where Rule 18 applies. As such a decision comprises a Key Decision under the Constitution, Directors shall ensure

that it is entered on to the Forward Plan and treated as a Key Decision in all respects.

Rule 18.1 also states that where a procurement is being considered which is expected to exceed the financial value thresholds specified in Rule 18.2, the Gateway Process must be completed and signed off by the relevant Officers.

RECOMMENDATION

It is recommended that the Authority awards a contract for the provision of an Adults and Children's Social Care System and Finance and Case Management System to LiquidLogic for a period of 5 years, with the option to extend for a further 2 years.

It is recommended that the Authority awards a contract for the provision of an Education Case Management System to Servelec for a period of 5 years, with the option to extend for a further 2 years.

It is recommended that the Authority awards a contract to Servelec for the provision of a NEETS Reporting System (Client Caseload Management Information System) for a period of 1 year. Following the 1 year contract, the provision will be included in the contract for the Education Case Management System for a period of 5 years, with the option to extend for a further 2 years.

It is recommended that the Authority continues to review options for the provision of a Youth Justice Case Management System.